

## RETURN FORM

We make every effort to ensure that your Home Delivery order is carefully dispatched to you – and we hope that you're happy with your purchase. However, if you wish to return your item(s), you should follow the procedure below.

Order number: \_\_\_\_\_

Full Name: \_\_\_\_\_

### Reason for return:

**Wrong size**

If you would like to change an item, for example choose another size or colour, this is easiest done by returning the item to us and place a new order at [www.kavat.com](http://www.kavat.com). Please do not state your changes on this form as we will not be able to handle this as the item you wish to change to might be sold out by the time the packet reaches us.

**Regretted purchase**

**Did not live up to my expectations**

**To wide**

**Wrong item delivered**

**Item missing**

**To narrow**

**Claim**

Please state the reason for claiming:

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**Other, please state:**

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Any refund will be returned to the card/account used for making the purchase.

### **Return rights**

According to Swedish law you have the right to regret your purchase within 14 days from when you received your items. If you regret your purchase and send back the whole or parts of your order, we will refund you the sum of the items that you have returned under the condition that they are returned in the same condition as you received them unworn and in original carton.

### **How do I return**

We recommend that you return the shoes back through a public and/or DPD connected postal service, or with a courier who delivers to the door.

Address for returns when using a public and/or DPD connected postal service:

Skofabriken Kavat AB

Box 101

692 22 Kumla

SWEDEN

Address for returns when using a courier with signed for delivery at the door:

Skofabriken Kavat AB

Radiogatan 2

692 71 Kumla

SWEDEN

You are responsible for packing the items in such way that they are not harmed during the freight. If you regret your purchase or change to another item/colour/size you stand for the return freight.

**I would like to change an item**

If you would like to change your order for example another size or colour the easiest way is to return the unwanted item to us and place a new order at [www.kavat.com](http://www.kavat.com). Please do not state your wishes for change on the return form as we do not handle any changes this way.

**Refunding**

You will be refunded to the card or account that was used when you placed the order as soon as we receive the return. We aim to refund you within 5 weekdays. The length of time it takes for the funds to appear in your account will depend on your payment provider.

**Reclaim**

If you have bought your shoes directly from us we ask you to send us an e-mail to explain the problem, if you have the possibility to include a picture this is to prefer. When a reclaim is approved the item will primarily be repaired if possible, if not the item will be replaced with the same item or an equivalent item and exceptionally we will refund you. There might be a deduction made based upon the time that the item has been used and the condition of the article. A reclaim will not be approved if we judge that the damage is caused by you, for example if you haven't followed the maintenance advice or other ways of neglect.

**Return freight**

If you should regret your order or want to make a change you will stand for the return freight yourself.

If you get a claimed shoe approved from us we will of course replace for the return freight as soon as we receive the faulty item, the money will be transferred to the same card/account used when placing the order.

**Wrong delivery/faulty item**

We're sorry that one of our products has become faulty or you are unhappy with the quality and we'd like to help you resolve the problem as quickly as possible. In first hand contact us with your order number and a picture of the faulty product. We will then contact you with further information as quick as possible.

**Freight injuries**

If you upon receiving your package you discover damage on the goods you should contact the courier as soon as possible to report the damage. If they do not respond to this then please contact our customers service at [support@kavat.com](mailto:support@kavat.com). When returning an item to us the customer is liable for any damage to the goods

For more information please see [www.kavat.com](http://www.kavat.com)