



TWOHIRDS

RETURNING ITEM(S)

Dear Ocean Lover,

If you want to return one or more items, please make sure to print and fill this return form with item(s), return reason and refund or Voucher instructions. We do not accept returns that are communicated and/or returned later than 30 days from the date of delivery. Please be informed that we do not cover return shipping costs so you will have to bear the direct expenses of returning the goods. We are still a growing company and simply cannot afford to offer free return shipping yet.

You can choose the carrier of your preference. We strongly recommend you to obtain a proof of postage/receipt from the Post Office as we can't be held responsible for packages that fail to arrive. We are entitled to withhold reimbursement until we have received the goods back from you or until you have produced evidence of having sent back the goods. Please note: UK/Norway/Switzerland/USA: Fix your invoice on the outside of the return parcel to label it as a return so no taxes are required. Please also add in big the word "RETURN" on the outside of your parcel.

In case of damaged/faulty/mistaken item(s), please contact us (with your order number) before returning the item(s) at returns@twothirds.com.

RIGHT TO- & EFFECTS OF WITHDRAWAL

You have the right to withdraw from this purchase contract within 14 days without giving any reason. The withdrawal period is 14 days beginning from the day on which you or a third party named by you, but other than the carrier, has taken possession of the goods.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from the contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail) before the 14 days' period has expired.

If you withdraw from this contract we shall refund all payments received from you, including the costs of delivery, except for any supplementary expenses resulting from your decision to use a specific mode of delivery other than our standard delivery. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise, e.g. you accept the substitution of the item or a Voucher instead of the refund of the payments.

You shall send back the goods to us without undue delay and in any event not later than 14 days from the day on which you communicated your withdrawal from this contract. In order to meet the deadline, it suffices that you post the goods before it's end. You shall not be liable for a diminished value of the goods which is a consequence of necessary handling, items need to be in "as new" state (labels, packaging intact and closed, as the withdrawal is not a usual return after trying the items it is a cancellation of the complete order for other reasons).

You must return your order to us by sending it to the following address (together with this returns form).

TWOHIRDS Returns
c/o VDS Fulfillment
Siemensstrasse 14
37412 Herzberg, Germany

Thanks for supporting ecological awareness. The people from TWOHIRDS.

If you need additional information about "Returns" you can find it at www.twothirds.com.

RETURNS FORM TO BE ADDED TO YOUR RETURN PARCEL

Complete this returns form, indicating the reason for return and follow the instruction to return your item(s).

ORDER N°:	NAME/ SURNAME:
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Tell us more about your reasons to return and help us to improve ourselves.
Mark your return reasons with an "X" or write them down with words inside the following chart.

ITEM NAME	SIZE	QUANTITY	SHAPE	COLOUR	QUALITY	SMALL	BIG	OTHER: Timing, damaged, wrong item, etc.

If you need to return more items, feel free to continue writing on the back. Thank you!

EXCHANGE ITEMS:

ITEM NAME	SIZE	to	SIZE

Please let us know what you prefer as reimbursement:

Refund or Voucher