



# INTERNATIONAL RETURN SHIPMENT FORM

Backstage Rock Shop Ltd  
 Turkkirata 7  
 33960 Pirkkala  
 FINLAND

VAT number: FI24319235  
 Web: [www.backstagerockshop.com](http://www.backstagerockshop.com)  
 E-mail: [store@backstagerockshop.com](mailto:store@backstagerockshop.com)  
 Phone: +358 45 860 3557 (Mon–Fri 10–16 GMT+2)

## INSTRUCTIONS FOR EXCHANGES AND RETURNS

- All our goods have a 14-day (from receiving the delivery) return and exchange policy, excluding underwear and other hygienic or intimacy products (e.g. earplugs) and outlet products.
- Fill out this return form according to the instructions and include it with the return.
- Send your return to the return address mentioned below.
- Customers outside Finland have to take care of the return shipping costs themselves. We will ship the replacement items for free.
- **We only accept return of intact products (unless the product has been faulty when you received it) with no signs of use. If there were e.g. pet hair or stains on the returned product, we will not accept the return.**
- With media products (e.g. CD's and DVD's), the shrink wrap and a possible seal have to be unopened.
- Payments will be refunded through payment services Paytrail or PayPal. Refund will be paid when the return has been fully processed.
- If you have received a wrong or faulty product, contact our customer service immediately.

**For any questions about returning a shipment, please contact us via e-mail: [store@backstagerockshop.com](mailto:store@backstagerockshop.com).**

Return address	Customer information (fill all fields)	
Backstage Rock Shop Ltd CUSTOMER RETURN Turkkirata 7 33960 Pirkkala FINLAND	Exchange: <input type="checkbox"/> Return: <input type="checkbox"/> Order number:	
	Name:	
	Street address:	
	City:	Postal/zip code:
	Country:	State:
	E-mail:	Phone:

### I want to return/exchange following items:

Artist	Product	Size	Price

### I want to get following items in exchange for the returned items:

Artist	Product	Size	Price