



Shakti Return form

In case you want to send one or more products back, please fill out this form and put it together with the delivery note into the return package:

1. Your Name:

2. Order ID / Invoice NR.:

3. Was there a brochure in the package? yes / no
(For a full refund, we need all items of your order, that you received)

4. Please check the reason for your return:

- I cannot feel an effect.
- The product is too intense.
- The product is not intense enough.
- I imagined the product to be different.
- I don't like the color.
- My doctor advised against the use.
- Wrong item delivered.
- The delivery was late, I changed my mind.
- The product is faulty or damaged.
- No reason
- Other

5. I sent the following products back:

Amount	Item name	Color



Shakti Return form

- We cannot accept partial returns of a set. If you ordered a set, you need to send all products of the set back.
- To have claim for a full refund, the Shakti-product must be sent back incl. All accessories and brochures. All products need to be sent back in the same condition you received it.
- If you send back a mat:
 - Please fold the mat once and send it back flat. Mats that are crumpled, misshapen or stuffed into a too small box, will not be refunded fully.
 - Please fold the mat with the spikes on the inside, so that noone can hurt themselves, while transporting or unpacking.
- Refunds will be made at the latest 14 working days after your return has reached our warehouse.

Please use this address for your return:

Shaktimat GmbH
c/o ecofulfillment GmbH
Marzahner Str. 21M
13053 Berlin

In case you have any questions about the use of the products, we are happy to advise you, you can contact us through support@shaktimat.de or leave us a voice message and we call you back under +49 (0)30-54906033