



# RETURNS FORM

Order Number
First Name
Last Name
E-Mail Address

## RETURN ADDRESS

Surfnow d.o.o.  
 Osonikova ulica 4a  
 2000  
 Maribor  
 Slovenia



## What are you returning?

Product Number	Product Name	Colour	Size	Quantity	Reason*

- |   |   |
|---|---|
| <input type="checkbox"/> Too big / too loose                          | <input type="checkbox"/> I don't like the product |
| <input type="checkbox"/> Too small / too tight                        | <input type="checkbox"/> Ordered for choice       |
| <input type="checkbox"/> Material / colour different to that pictured | <input type="checkbox"/> Delivery was incorrect   |
| <input type="checkbox"/> Does not match the product description       | <input type="checkbox"/> Delivery was too late    |

**07** Product damaged / missing (e.g. stains, scratches, holes, etc.)

Please describe the damage:

.....  
 In the event of transport-related damage, please contact our customer service team promptly and directly.

## How will you receive your refund?

As soon as the return arrives at our facility, we will return your money via the same payment method used for your order.

For cash payments, we will require your bank details to reimburse you.

Money will be sent to your bank account in 7-12 working days.

Account Holder
IBAN
BIC

For swift processing, simply include this completed form and the receipt for your order in the package and ship it with sufficient postage to the address stated above or use, where available, the enclosed return label.

**Please retain the sent package receipt and allow 5 - 14 working days for processing.**

## Still have questions?

More explicit details on processing returns can be found in our webshop or by contacting our customer service team.

Fill the form and send us to email.



**Customer Service**  
 Tel. **+386-71-369-200**  
 E-Mail: **info@surfnow.eu**

Using the returns form is optional and does not limit your right of cancellation.