

If your new product did not make you happy, we will gladly take it back within 30 days. Please understand that we cannot accept returns that have been worn, washed out, changed in any way or are otherwise broken. Please note that shipping costs are not refunded. After receiving your returned item, we will reimburse the amount to the payment method that you used.

How to proceed with your return:

1. Please complete this return form. For sustainability reasons, we do not place the return form inside your package.
2. If possible, neatly and properly pack your return in the original packaging, so that nothing stands in the way of a resale.
3. Simply place the printed and filled out return form in the package. You are welcome to use the back of the form to write us a little message and send the package to the following address:

Mosaik-Berlin GmbH
c/o Orbasics
Alt-Reinickendorf 26
13407 Berlin

4. For returning packages, we recommend that you use a postal service with a tracking option.

For further information, feel free to get in touch at support@orbasics.com.

Name:		Order number:	
Name or Product number of the item	Size	Quantity	Reason code <i>*see options</i>

*** Reason code for return:** 1 = To small, 2 = To big, 3 = Style, 4 =Cut/fit, 5 =Wrong item, 6 =Damaged good (please elaborate), 7 = Other reason (please elaborate)