

RETURN FORM

Order number: _____

Your Name: _____

Your Email: _____

Your Phone number: _____

SKU / Item name	Pcs	Return code

Return codes: B=broken, D=defective, R=return, E=exchange

Comments:

If you have received a defect or broken item or if you want to exchange your product or ask for a refund from the vivascandinavia.com web shop, you will need to send the item(s) back to us.

Please fill out the return form with the reason why you are returning the item(s). To start the return process please send the return form in an e-mail to sales@vivascandinavia.com. Please use the subject line "Return" in the e-mail.

Note that items purchased at a 3rd party or re-seller must be returned at those locations and are subject to their return policy.

We will then contact you for the arrangement of the return shipment. We do require the parcel to be sent by recorded delivery, as there is an electronic track & trace available.

Include the filled-out return form in the package when the items are returned. If the return is a defect or broken item, then please also attach images to show the problem.

Please return items in a saleable, unworn and undamaged condition in its original packaging within 14 days of receipt.

We only provide free returns for broken or defective items. We do not provide free returns for exchanges or refunds or for unsuitable items. Items that have been used and become faulty after the purchase are not refundable.

Once we have received the parcel your return will be processed. Please be advised all refunds can take up to 14 working days to process. After we have processed your refund, you should expect to receive your refund within 28 working days. A confirmation e-mail will be sent once your return has been refunded.

We will consider the overall condition of the product returned prior to making a refund.