

## Return form

Please enclose this form with your return. Thank you.

Customer no. \_\_\_\_\_

Invoice no. \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Area code/City \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

**Please tell us how you would like to receive your refund:**

Via Paypal to the following email-address: (orders paid via paypal will generally be refunded via paypal)  
\_\_\_\_\_

Via EU-SEPA bank transfer to the following account:

Account owner \_\_\_\_\_

IBAN/ Account \_\_\_\_\_

SWIFT-BIC \_\_\_\_\_

Credit institute \_\_\_\_\_

Per credit. You will receive a voucher with the amount of the refund.

**You would like to return your order? This is how it works:**

1. Please contact us and tell us about your wish to return the product(s) (Email: kontakt@woodandmore.de, Tel.: 0049 (30) 28092711, per Fax 0049 (30) 28092712 oder per Post: woodandmore, Ostendstraße 1-14, 12459 Berlin).
2. If the product itself is small, you are welcome to send the package with a parcel service near your home. Otherwise we will organise for the product to be picked up and shipped back to us.
3. You can choose a day (only business days) and a place for the goods to be picked up by the parcel service. Please bear in mind, that the appointment has to be arranged 3 days in advance.
4. Please pack the unused and undamaged goods in the original or an equivalent packaging. (Please take care that the fittings and screws do not have direct contact to the surface/wood.) Thank you.
5. Please fill out this form and enclose it into the packaging.
6. Close the package well and address it to:  
**WOODandMORE/ v.Schwedler,Petzak-v.Schwedler GbR -Retour- Ostendstraße 1-14, Haus A D-12459 Berlin**
7. If you organise the shipping on your own, you have the right to choose the parcel service. Please bear in mind, that we are not obligated to pay chargeable additional services such as "Express", "unfree", "scheduling", etc.
8. You will receive a voucher or a credit return as soon as possible. Please do not forget to state your bank account!

**Please tell us why you are returning the good(s):**

Please tick for each article the reason for the return. You are welcome to explain this briefly on the right site.

Art-No. / Description	Amount						Explanation/ Others
		Imagined differently	Delivered twice	Wrong article delivered	Do not like it	Article damaged	

Thank you for your support. We will inform you when the return has been received. You will receive your refund immediately after that.  
Your WOODandMORE Service Team

Place, Date

Signature