

HAVE YOU CHANGED YOUR MIND, DO YOU WISH TO EXCHANGE AN ITEM, OR DOES AN ITEM HAVE A DEFICIENCY?

With us, you always have 360 days right of cancellation and exchange and 2 years warranty. Read more about our terms and conditions at www.rikkitikkishop.com/terms-and-conditions

YOUR INFORMATION

Order no.: _____

Name: _____

Telephone: _____

E-mail: _____

Address: _____

Item/items returned, preferably with item number:

EXCHANGE SERVICE

I wish to exchange an item for another item.

Which item/items would you like instead?

If you exchange your item to a cheaper item, you are to fill out the form 'Refund possibilities' in the column to the right. **Please note** that you yourself are responsible for the payment of the return, and it is your liability that all items are returned safely to us.

WHY DO YOU WISH TO RETURN THE ITEM/ITEMS?

WARRANTY, DEFECTIVE ITEM, NOT YOUR ORDER?

IT IS IMPORTANT THAT YOU CONTACT US **BEFORE** RETURNING YOUR ORDER!

When you shop at **rikkitikkishop.com**, you have 2 years warranty. This means that you are entitled to reparation or exchange of the item, your money back, or potentially abatement depending on the specific situation. When making a claim, it is important that you contact us **before** sending back the item.

Send an e-mail to **info@rikkitikkishop.com** with the following information: **Your name, the flaw/deficiency of the item, your order number, preferably an attached picture of the item.** Then we will contact you with further information as soon as possible. If you have any questions you are most welcome to call us at +45 9679 4020.

RIGHT OF EXCHANGE

I wish to annul my buy and get my money back. *(Please find the refund possibilities below).*

Please note that you yourself are responsible for the payment of the return, and it is your liability that all items are returned safely to us.

REFUND POSSIBILITIES

How do you wish to receive your money back?

Gift token to **www.rikkitikkishop.com**. Valid for 3 years and forwarded by e-mail.

Transfer the money back to the credit card which I used to place the order.

RETURN

Please return the item/items along with this form to this address:

Rikki Tikki Shop
Mariagervej 3
DK-9560 Hadsund

