

## Returns form

### Customer address

Name, first name \_\_\_\_\_  
 Street \_\_\_\_\_  
 Postal code, place \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Telephone number \_\_\_\_\_

### Order details

Customer number \_\_\_\_\_  
 Order number \_\_\_\_\_  
 Date of order \_\_\_\_\_  
 Tracking number \_\_\_\_\_

### Reimbursement details

Name and address of the bank \_\_\_\_\_  
 IBAN number \_\_\_\_\_  
 Name and address of the account holder \_\_\_\_\_  
 \_\_\_\_\_

### Returned articles

Article number	Article description	Reason for return*	Amount	Price

\* Please enter the number:  
 1 = Item is defective  
 2 = Item is incomplete  
 3 = Wrong quantity delivered  
 4 = Wrong item delivered

5 = Wrong amount ordered  
 6 = Wrong item ordered  
 7 = Article does not correspond to the expectations  
 8 = Other

**Total** \_\_\_\_\_

Please note that subsequent returns can unfortunately not be accepted:

- Returns that have exceeded the 14-day return period and are not in their original packaging
- Returns with missing accessories
- Externally damaged or soiled items
- Hygiene articles (including underwear, creams, masks, etc.)

**Sender**

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Please frank here.

**Recipient**

Velofactory GmbH

Returns

Hämmerli 2e

8855 Wangen SZ

*Please detach and stick on package.*

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