

# Information on returns

## Size exchange

*The item does not fit well?*

1. Fill out the form on the back legibly. Tell us which item you would like to exchange for which size.
2. Pack the items you want to exchange (please use the original packaging if possible).
3. Enclose the completed form with your shipment and return the goods to us **as an insured parcel with tracking number** (see back page for address).
4. After we have received and checked your return, we will immediately send you your exchange item/s free of charge.

## Return

*You don't like the item?*

1. Fill out the form on the back legibly.
2. Pack the items you want to return (please use the original packaging if possible).
3. Enclose the completed form with your shipment and return the goods to us **as an insured parcel with tracking number** (see back page for address).
4. After we have received and checked your return, we will refund the purchase price to you via the original payment method used.

If you would like to exchange an item for another item (not a size exchange), please complete a regular return and reorder the desired item.

Please understand that we can cover the return shipping costs only in case of defective or faulty delivery, but not in case of exchange or return.

**Your satisfaction is important to us! If you have any questions or comments, please e-mail us at [office@finsterwalder-charly.de](mailto:office@finsterwalder-charly.de) or contact us by phone +49 89 8116528 (Mon - Fri, 8 am - 4 pm).**

Your team from Finsterwalder & Charly

*Please note the right of withdrawal within 14 days! For more information, please visit our webshop:  
**<https://shop.fensterwalder-charly.de>***



find us on   

**Form see back page >>**

# Return/Size exchange\*

Please return to:  
**Finsterwalder GmbH**  
Pagodenburgstr. 8  
81247 München  
Deutschland

Invoice number (required): \_\_\_\_\_

Customer number: \_\_\_\_\_

First/Last name: \_\_\_\_\_

Street, Number: \_\_\_\_\_

ZIP, City, Country: \_\_\_\_\_

Phone: \_\_\_\_\_

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

I would like a **refund (return)**:

Please let us know which item/s you would like to return:

\_\_\_\_\_

\_\_\_\_\_

I would like a **size exchange**:

Please let us know which item/s you would like to exchange for which size/s:

\_\_\_\_\_

\_\_\_\_\_

I would like a replacement for a **defective item**:

Please send the item back to us **as an insured parcel with tracking number (standard shipping)**! After checking the shipment, we will refund the shipping cost and send you a replacement as soon as possible. **The following item is defective and has the following fault/s:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\* Please note the information on the back page!