RETURN SLIP

Name:

Order number:

Order date:

RETURN CODES:

**1**  Cancel purchase **4** Size too small **7** Processing error

**2** Does not match expectations **5** Poor fit **8** Defective item (specify)

**3** Size too big **6** Other reason (specify)

**Product number. Product name Size Colour Quantity Return code**

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Comment:

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What you should do:

1. Complete and attach the return form. State what you are returning and the reason for the return using the above codes. NB! For replacement items, you must place a new order in our online store. You cannot specify the replacement on this form.
2. Wrap up the products well. We recommend that you return the items in the packaging in which they were received. Send the package to:

**Devold UAB**

 **Janonio g. 66**

 **LT-35289 Panevėžys**

1. The costs of return are covered by the customer, unless the error is ours (return codes 7 and 8). For returns, we recommend using a method of postage that allows for tracking. This provides peace of mind for both parties. Packages that are sent as cash on delivery will not be collected.
2. Once we have received the returned item, we will send you an email confirmation and refund the amount to the card you used to pay for the item.

In the event of a defective or incorrect item, contact us at webshop@devold.no or by telephone at +47 70 19 77 00 (Monday-Friday, CET 09:00 - 15:00). Customer service will then tell you what you need to do, so that we can help you with the matter promptly.

In order for us to approve returned items, please note the following: the items must be returned within 14 days from when you received them. They must not be used, washed or damaged. The products must be in their undamaged original packaging, and with the tags, protective film, etc. still on. For hygiene reasons we do not accept return of boxer shorts or hipsters.

In your shipment, you will also find a pre-filled return label from DHL. You should stick it to the package and order collection in one of the following ways:

1. Phone: call DHL NZ customer service at +243 817888810. NOTE! Specify your Devold customer number: 960536902. NB! Give the DHL courier the freight document (Archive Doc) included with the package when they collect your return order.
2. Book via DHL's websites <https://mydhl.express.dhl/nz/en/home.html#/schedulePickupTab>

2a. Select “No” in the boxes (you don´t need to create label)

 2b. Waybill (WAYBILL) can be found on the enclosed return label in your order (the ten digits under the top barcode).

 2c. Press "Next” and fill in all the details concerning the pick-up location.

1. Give the DHL courier the freight document (Archive Doc) included with the package when he/she collects your return order.

**NOTE! The item that is returned must be unused and sellable for us. In other words, any labels, protective plastic etc. must not be removed.**