

# RETURNS SLIP

## > RETURN / EXCHANGE



PLEASE SEND YOUR RETURNS TO:

> **SKINFIT INTERNATIONAL GMBH**  
HINTERFELD 1 | 6842 KOBLACH | AUSTRIA

### > WHEN RETURNING ITEMS, PLEASE MAKE SURE THAT:

- the return period of 14 days from receipt of goods is not exceeded
- items are properly packaged and have sufficient postage
- items have not been worn and are in their original packaging (they will not be accepted otherwise)

### > CUSTOMER DETAILS

Bill number ..... Date of invoice .....

Full name ..... Customer number .....

Address (for exchange orders) .....

Telephone / email address (for queries) .....

### > I AM SENDING THE FOLLOWING PRODUCTS BACK

Product no.	Product name	Reason no. *

\* REASON > ❶ Product is too small ❷ Product is too big ❸ Product does not suit / different than expected (colour, material, ...) ❹ More than one size or colour was ordered ❺ Product is faulty or damaged ❻ Delivery time too long / delivery delayed ❼ Other (please give reason)

### > I WOULD LIKE TO ORDER THE FOLLOWING ITEMS INSTEAD

Product no.	Product name	Size	Colour	Quantity

### > I WOULD LIKE A REFUND

Credit card / PayPal  
(only possible for web shop orders)

Refunds for web shop orders are made to the original method of payment.

Bank Account

Name of account holder .....

IBAN .....

Date ..... Signature .....



## › RETURN/EXCHANGE

Thank you for choosing to purchase a Skinfit product. As well as the best possible product quality, we place great importance on professional, customer-orientated service. So please note the following. When returning/exchanging an item, please fill out the returns slip and send the item to the address stated on it. Please note that we only accept returns when the products are unworn and in their original packaging, and can only accept post-paid post. The returns period is seven days beginning on the day you receive the goods.

Our products are produced under the strictest quality regulations and we only use the best materials. However, if you do have a complaint, please use our service slip available to download on our website **SKINFIT.EU**.

If you have any other questions, we'd be happy to hear from you via email on [skinfit@skinfit.eu](mailto:skinfit@skinfit.eu), or telephone during our opening hours on +43 5523 52425 or fax us on +43 5523 52425 - 90.

At this point, we'd like to tell you about our special care instructions that will help you retain the functional and aesthetic properties of your Skinfit products for a long time to come. You'll find our care instructions in our catalogue and on our website at **SKINFIT.EU**.

We'd now like to thank you for the trust you place in us. We're sure you'll really enjoy your new Skinfit products.

**Your Skinfit team**

## › RIGHT TO CANCELLATION FOR CONSUMERS

Consumers have the right to cancel this contract within fourteen days without giving a reason. The cancellation period is fourteen days from the date on which you, or a third party named by you who is not the carrier, took possession of the last goods/last partial delivery. To exercise your right to cancellation, you must inform us of your decision to cancel this contract by means of a clear declaration (e.g. via a letter sent by email, a fax, or an email). You can use the enclosed cancellation template for this purpose. To protect the cancellation period, it is sufficient to send the notification of enforcement of the right to cancellation before the end of the cancellation period. Consequences of cancellation: If you cancel this contract, we shall reimburse you with all payments which we have received from you, including the delivery costs (excluding additional costs which are incurred in the event that you have chosen a delivery method other than the standard delivery method offered by us), without delay and no later than within fourteen days from the date on which we receive notification of your cancellation of this contract. To refund your payment, we will use the same method which you used to make the original transaction, unless another method has been expressly agreed with you and under no circumstances will you be charged any fees as a result of this refund. However, we can refuse to issue a refund until we have received the goods or until you have provided proof that you have returned the goods, whichever is the earliest. You must return or hand over the goods without delay and in any case, within fourteen days from the date on which you inform us of the cancellation of this contract. The cancellation period is guaranteed if you return the goods before the expiry of the fourteen day period. You shall be solely responsible for the direct costs of returning the goods. You shall only be responsible for any diminished value of the goods if this loss is the actual result of unnecessary handling of the goods by you to check their characteristics, properties, features, and function.

## › SKINFIT INTERNATIONAL GMBH

Hinterfeld 1 | 6842 Koblach | Austria | t +43 5523 52425 | [skinfit@skinfit.eu](mailto:skinfit@skinfit.eu) | **SKINFIT.EU**

UID: ATU56928677 | Firmenbuch: FN 233028 p | Firmensitz: Koblach | Firmenbuchgericht: Landesgericht Feldkirch  
Bankverbindung: BTV | BLZ: 16330 | Kto. Nr.: 133-122028 | IBAN: AT73 1633 0001 3312 2028 | BIC: BTVAAT22  
Bankverbindung: Volksbank | BLZ: 45710 | Kto. Nr.: 181004240 | IBAN: AT65 4571 0001 8100 4240 | BIC: VBOEATWWVBG