

RETURN SLIP

Items must be returned to us within 30 days, from the date you receive the package, in their original condition with packaging and all their labels intact. Shoeboxes may not be used as shipment packaging.

If you want to return your item, fill out the return slip and repack your item(s) in the delivery bag/box. Remember to include the return slip.

You must pay for the cost of returning your item(s) unless otherwise has been agreed with our customer service. Unfortunately, we are unable to provide you with a return label. We recommend using DHL Express. Please note: We cannot collect parcels from parcel shops. Therefore, return packages must always be sent directly to our address.

Find the nearest DHL Express drop-off point on <https://locator.dhl.com>.

The refund will be issued in the same way, as the original payment was made. It may take up to two weeks before the refunded money is available on your account.

Exchanging for another size/item

If you wish to exchange to another size or item, we recommend you to place a new order immediately in order to ensure availability of the item(s). Your new order will be sent within one or two working days. Be aware that it may take up to two weeks from we receive your return package until the refunded money is available on your account.

Complaint

If you have received the wrong item or discover a defect in your item, please contact our customer service team by e-mail at supporten@kaufmann-store.com. We will help you in this matter. Remember to state your order no. in the e-mail, so we will be able to help you faster.

Name:

E-mail:

Order no.:

Telephone no.:

Item(s) that I am returning

Product no.

Product no.

Product no.

Product no.
