Return form

YOU CAN RETURN ANY ITEM TO US. JUST COMPLETE THIS FORM AND ENCLOSE IT WITH THE ITEM YOU ARE SENDING BACK. YOU CAN FIND YOUR ORDER NUMBER ON YOUR CONFIRMATION EMAIL.

IMPORTANT

SEND YOUR RETURN PACKAGE TO: ROSEMUNDE APS, STAKTOFTEN 2, 2950 VEDBAEK

ORDER INFORMATION

ORDER NUMBER: _____

YOUR NAME: _____

ADDRESS: _____

CITY & ZIP CODE: _____

EMAIL: _____

PHONE NUMBER: _____

PLEASE REMEMBER TO PROVIDE YOUR PHONE NUMBER OR EMAIL SO WE CAN CONTACT YOU IF NECESSARY.

ITEMS TO RETURN?

PLEASE USE THE FOLLOWING CODES TO INDICATE THE REASON FOR RETURNING THE ITEM. THIS WILL MAKE THE PROCESS FASTER.

RETURN CODES#

 # 1: TOO SMALL **# 2:** TOO LARGE **# 3:** QUALITY UNSATISFACTORY **# 4:** FITTING

 # 5: COLOUR UNSATISFACTORY **# 6:**DID NOT LIKE

STYLE NR.#	RETURN CODE#	QTY.	SIZE	PRICE

COMMENTS

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COPENHAGEN

ROSEMUNDE APS . STAKTOFTEN 2 . DK-2950 VEDBÆK . DENMARK . +45 39 64 01 90 . INFO@ROSEMUNDE.COM . WWW.ROSEMUNDE.COM

Terms & Conditions

WHEN YOU SHOP ON THE ROSEMUNDE ONLINE BRAND SHOP YOU HAVE ACCEPTED THE TERMS AND CONDITIONS.

RETURNS

ALL ROSEMUNDE ITEMS ARE OF VERY HIGH QUALITY AND THEREFORE WE OFFER YOU A 14 DAYS MONEY BACK GUARANTEE. THIS MEANS THAT IF YOU ARE NOT SATISFIED WITH THE ITEM YOU CAN RETURN IT WITHIN 30 DAYS FROM RECEIPT AND WE WILL REFUND THE FULL AMOUNT OF THE ITEM.

THE ITEM YOU RETURN OUGHT TO BE IN THE SAME CONDITION AS WHEN YOU RECEIVED THEM. YOU ARE RESPONSIBLE FOR ANY LOSS OF SALES VALUE AS A CONSEQUENCE OF USE OF THE ITEM.
YOU ARE WELCOME TO TRY YOUR PURCHASE BUT WE WILL NOT BE ABLE TO REFUND THE FULL AMOUNT IF YOU USE THE PRODUCTS IN A WAY WHICH REDUCES THE SALES VALUE.

IF THE ORDER YOU RECEIVE DIFFERS FROM YOUR PURCHASE (IF THERE IS SOMETHING WRONG WITH THE ITEM, OR IF WE HAVE SHIPPED THE WRONG ITEM OR THE PACKAGE HAS BEEN DAMAGED) WE WILL OF COURSE REFUND YOUR RETURN-SHIPPING COST RELATED TO THAT SPECIFIC ITEM AND ORDER.

RETURNED ITEMS MUST BE SHIPPED WITH THE HANG TAG, ORIGINAL PACKAGING AND A COPY OF THE INVOICE. DEFECTIVE/DAMAGED ITEMS DO NOT HAVE TO BE RETURNED WITH ORIGINAL PACKAGING AND HANG TAG.

REFUND

IF YOU ORDERED BY CREDIT CARD, WE'LL CREDIT YOUR ACCOUNT WITHIN 14 BUSINESS DAYS, WHICH WILL SHOW ON YOUR NEXT STATEMENT, DEPENDING ON THE ISSUING BANK AND/OR BILLING CYCLE. UNFORTUNATELY, WE CANNOT REFUND YOUR ORIGINAL SHIPPING CHARGES.

EXCHANGE

WE DO NOT OFFER TO EXCHANGE RETURNED PRODUCTS.

WARRANTY

ROSEMUNDE GIVES A TWO YEAR WARRANTY FOR ALL OUR PRODUCTS PURCHASED ON THE ROSEMUNDE ONLINE BRAND SHOP. YOU CAN RETURN PRODUCTS WHICH HAVE FAULTS AND IMPERFECTIONS WITHIN ONE YEAR FROM DATE OF PURCHASE PROVIDED THAT THESE ARE NOT CAUSED BY IMPROPER USE OF THE PRODUCT. WHEN DISCOVERING FAULTS OR IMPERFECTIONS CLAIMS SHOULD BE BROUGHT TO US WITHOUT ANY UNNECESSARY DELAY. WE WILL REFUND REASONABLE SHIPPING COSTS RELATED TO RETURNING THE PRODUCT.

HOW TO RETURN A PRODUCT

IF YOU WISH TO RETURN AN ITEM YOU SHOULD FILL OUT THE RETURN FORM AND SEND IT BACK TO US:

ROSEMUNDE
ATT.: WEBSHOP CUSTOMER SERVICE
STAKTOFTEN 2
DK-2950 VEDBAEK
DENMARK

PRICE REDUCTION:

MISSING HANGTAG	**PRICE** EUR 16
MISSING OR DAMAGED ORIGINAL PACKAGING	**PRICE** EUR 7
RETURN OF USED CLOTHING DEPENDS DIRECTLY ON THE CONDITION OF THE CLOTHING WHEN IT IS RECEIVED.	THE VALUE OF THE CLOTHES WILL BE REDUCED BY 30%-90%

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