

Send product(s) and return form to:

Eva Solo A/S
Måløv teknikerby 18-20
DK - 2760 Måløv

Marked: Returns

RETURN FORM

eva solo

Thank you for your purchase at www.evasolo.com!

If you wish to return your product(s), please complete this return form and send it together with the product(s) to: **Eva Solo A/S, Måløv Teknikerby 18-20, 2760 Måløv, Denmark. Marked: Returns**

Personal information

Date	
Order no.	
Full name	
Address	
Postcode & town/city	
Telephone	
Email	

Product details

Product no.	Product name	No. of items	Return code	Has the product been used?
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>

Return codes: 1. Wrong product, 2. Product not as expected, 3. Changed my mind, 4. Delivered too late, 5. Damaged during transport, 6. Other: _____

Refunds

If the product has been purchased using a debit/credit card, the invoice amount will be credited directly to your card. If not, please enter your bank account details below.

Bank	
Reg. no.	
Account no.	

TERMS OF TRADE

Right to cancel purchase

You may return your purchase within 14 days from the date of receipt. If you wish to cancel your purchase, you only have to return the product in the same condition and quantity in which you received it. As the packaging constitutes a significant part of the value of the product, the product will not be considered to have been returned in materially the same condition and quantity if the packaging is missing. The customer is responsible for ensuring that returns are securely packaged. We therefore recommend that you do not discard the packaging until you are sure that you want to keep the product. If the product is of high value you must return the product as registered mail. This way, you are insured if the parcel is lost in the mail. If the parcel is lost and you have not sent it as registered mail, shipping is at your own risk. Once we have received and approved the returned product, we will refund the purchase price (incl. handling and postage costs) to your account. The amount will be refunded as soon as Eva Solo A/S has received and checked the returned product, normally within 14 days of receipt of the product at the latest. Note that return postage costs are paid by the customer and will not be refunded. Please read the practical information under 'Complaints and returns'.

Complaints and returns

In the event of errors, defects or non-delivery, please contact:

Eva Solo A/S
Måløv Teknikerby 18-20
2760 Måløv
Denmark

CVR: 30338413
Email: cs@evasolo.com
Tel.: +45 36 73 20 73

Returns should also be sent to this address – note that we do not accept cash on delivery parcels. You can also return a product by refusing receipt or omitting collecting it at the post office. In connection with returning products, please complete this return form. The return form must be sent to Eva Solo max. 14 days after receiving the goods.

It is not mandatory, but if you enclose a copy of the accompanying order confirmation/invoice and the bank account number to which a refund should be sent, and a copy of any previous correspondence, it will help to ensure that your case is processed quickly and efficiently. However, some form of identification is necessary, so that we can register who the parcel was from and where the money should be refunded to.

Eva Solo A/S expects you to return the goods as quickly as possible after you have informed us that you regret your purchase; you must return them within 14 days of doing so.

NOTE:

You can lose all or some of the money you paid for the goods. This will happen if the value of the product has deteriorated because:

- You have actually started to use the product.
- The product has been damaged while you were responsible for it.
- You have handled the product in a different way to what was necessary to state the product's nature, properties and the way in which it functions.

Complaints - if the product is defective

Your purchase is covered by the Danish Sale of Goods Act (Købeloven), including the non-conformity rules. This means that you can either have a non-conforming product repaired or exchanged or receive a refund or a reduction in the price depending on the specific situation.

The complaint must obviously be justified, and the non-conformity must not have arisen as a result of the incorrect use of the product or other negligent behaviour.

You must contact us within a "reasonable period of time"

You must submit your complaint within a "reasonable period of time" of having discovered that the product is non-conforming. We suggest that you submit your complaint as quickly as possible, and certainly within two months of discovering any defect.

You can submit your complaint by sending an email to cs@evasolo.com or by calling us on +45 3673 2073.

Depending on the specific situation, you will then receive further instructions.

The product must be sent to:

Eva Solo A/S
Måløv Teknikerby 18-20
2760 Måløv
Denmark

Mark the package: Complaint

When returning the product, please provide as detailed a description as possible of the problem. It is a good idea to use our claims form, which you can find on our website. It is not a requirement, but it will facilitate our handling of the complaint and minimise the time it takes to process your claim.

In the case of justified complaints, we will refund reasonable freight charges

If the complaint is justified, we will, of course, refund the freight charges you paid to send the product back to us, assuming they are reasonable. If not, you must pay all freight charges, including what it costs for us to return the product to you after we have examined it; also, we can charge you an amount up to DKK 200 for checking the product.

Remember that the product must always be sent in suitable packaging, and make sure that you obtain proof of postage as you are responsible for the package/the products until we have received it/them. Therefore, keep your proof of postage, including details of postal charges as well as any track-and-trace number.

Please note! We do not receive packages which have been sent cash on delivery etc.

Refunds

In the event of any agreed discounts, returns or prepaid products which are cancelled before dispatch, all or part of the purchase sum must be refunded. Refunds are usually paid via bank transfer, and Eva Solo A/S therefore requires information about the bank name, sort code, account number, swift code and IBAN number. This information is not sensitive and may be sent via email or other traditional correspondence.

Read the full terms of trade at www.evasolo.com.