



# >Returns Form

Order number:  
Customer number:  
Invoice no.:  
Invoice date:

Name:  
Street:  
Postcode/City:  
Country:

**Attention!** Regardless if you are exchanging or claiming on defective goods: **Please send your return with adequate postage when returning items to EMP!**  
In the case of returning defective items, or incorrect items, the shipping costs for the return will be refunded by us, once we received the returned item(s).

## What are you sending back to us?

	Item no.	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						

- Here are the Return Codes.
- 85** Item too large
  - 95** Item too small
  - 35** Ordered for comparison
  - 31** I don't like the material
  - 32** I don't like the design/cut
  - 61** Item is damaged
  - 43** Delivery too late
  - 42** Wrong item delivered

## What would you like in exchange?\*

	Item no.	Description	Price	Quantity	Size
1					
2					
3					
4					
5					

\* Please note that it is only possible to exchange the same item for a different size. If you wish to replace a completely different item, we will refund the amount and kindly ask you to place a new order.

## You picked a replacement, but it costs more?

**Advanced Payment** Only possible for the following countries: Greece and Ireland. After the order income we will send you a confirmation/request for payment including all necessary details (ideally by e-mail). After you have transferred the amount, we will deliver the goods. (Shipping + packaging free)

**Cash on delivery** Only possible for the following countries: Greenland, Hungary, Iceland, Latvia, and Turkey. C.O.D. deliveries are subject to an additional fee of (plus payment-slip fee at post office)

**Credit Card** For data protection reasons, please DO NOT write the card details down. Please write down your contact telephone number and we will phone you to arrange payment. **Telephone:** \_\_\_\_\_ **Best time to call you?** \_\_\_\_\_  
If you have any questions then please contact our customer service team on +49 (0) 591 9143800 or send an e-mail to [mailbox@emp-online.com](mailto:mailbox@emp-online.com)

We will always try to refund you via the same means that you originally paid, should this not be possible, you may be refunded by bank transfer instead.

**Name:** \_\_\_\_\_ **Bank:** \_\_\_\_\_  
**IBAN:** \_\_\_\_\_ **BIC:** \_\_\_\_\_

All completed? All safely packaged? Then send it to the address below:



**E.M.P. Merchandising HGmbH**  
**Kreuzweg 999**  
**48607 Ochtrup**  
**Germany**

