



# Return form

**Please use this template for all EU countries except of Germany, Austria, Switzerland.**

We regret that the ordered article(s) were not matching your expectations. If you want to send some articles back to us please fill out the return form and enclose it to your return. This allows us to handle your return quickly and easily.

Please also note the following:

- We will take back your order within 20 days.
- If you want to exchange your order with other items we allow 40 days.
- Please pack the return effectively so that no damage is possible during transport.
- Please pack the return shipment in a way that it will be visible, if the package has been opened on the way of transport (so that contents cannot be removed unnoticed).
- For some countries we also can provide you with a return label. With this label you will be able to drop your return shipment at your local post office without having to pay for the transport. After receipt of your return, we have to charge you with a shipping fee for your return. In most cases this shipping fee might be the same, as our originally charged shipping fee. If you prefer this solution please contact [consult@aquaris.at](mailto:consult@aquaris.at).



Print out the return form (following page), fill it out and enclose it with the return shipment. Please protect the environment and print only page 2.



Return the package to us with the enclosed return form. Please keep the parcel receipt. This will be used as proof of the return shipment in case the package is lost on the way to us.



After receipt and control of the returned goods we will refund the purchased price or if you prefer an exchange, we will change the articles according to your expressed wish.



Waterworld Aquaris  
Amraserstraße 1  
A-6020 Innsbruck

Invoice number	
Customer number	
Name	
Date	

# Return Form



Article-number	Size or Colour	On exchange: Exchange in	Quantity	Return	Exchange	Complaint	Do not like	Does not fit	Wrong delivery

<b>COMPLAINT</b>						X			
	<b>REASON → →</b> Please describe in detail								

If payment was made by credit card, Paypal or SOFORT banking, we will automatically refund the amount to the equivalent payment account. For all other payment methods, please enter the correct bank details here.

<b>Account holder</b>		<b>Name of the bank</b>	
<b>IBAN</b>		<b>BIC</b>	