

RETURN NOTIFICATION

IF YOU WISH TO RETURN ITEMS:

1. Fill in the return notification and attach it to the shipment.
2. Attach the pre-filled return label to the shipment. The original shipping label is used when return via DB Schenker or Omniva.
3. Request a receipt for the return and retain it for 3 months.
4. If you wish to return a product to the department store, please take this form with you.

Payment method

If you wish to exchange the size of the product you ordered, you may make a new order online and return the wrong size free of charge. This allows you to check immediately if the product is available in the desired colour or size.

Order number

[illegible]

ITEM

- 1A Quality
1B Colour
1C Price
2 Wrong item

ITEM IS BROKEN

- 3A** I want a new item to replace the broken one
- 3B** I don't want a new item

Please describe the fault in additional information.

WRONG SIZE

- 4A Too big
4B Too small
5 Delivery took too long
6 Other reason

Please note that money can only be returned to the account belonging to the customer.

IBAN

[illegible]

Daytime telephone number

You can place a new order at:

STOCKMANN.COM

Customer service answers to questions regarding online orders.

Finland: +358 (0)9 1211
asiakaspalvelu@stockmann.com

Estonia: +372 633 9540 / +372 633 9539
klient@stockmann.com

Latvia: +371 6 707 1222
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