Number

RETURN NOTIFICATION

Qty

Customer number

IF YOU WISH TO RETURN ITEMS:

Item

- 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.
- ${\bf 3.}\;$ 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.

For further instructions, please go to shop.stockmann.com (Estonia & Latvia) or stockmann.com (Finland).

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.

Payment method

Order number

Price	Unit price	Return code	e Additional information

RETURN CODES

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

36 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

ACCOUNT NUMBER FOR REFUND

Needed for web bank payment returns only. Please note that money can only be returned to the account belonging to the customer.

IBAN																	
											_						
Daytime telephone number																	

You can place a new order in your local Stockmann online shop.

Customer service answers to questions regarding online orders.

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