



Please fill in the below information:

Date: _____

Order Number: _____

Customer's Name: _____

Address: _____

Contact Number: _____
Email: _____

NORWAY RETURN FORM

If you for any reason would like to return your Klättermusen product, you have 30 days from the date of delivery to do so. The item must be in the same condition it was received, including all labels and original packaging. Once we receive the return, please allow 15 business days for your refund to process. Shipping fees are non-refundable.

1. Enter order details and the product description for the item you would like to return.
2. Add the reason code for your return. Please feel free to include comments/feedback.
3. Place the items in a secure package along with the Return Form.
4. Contact webshop@klattermusen.se to receive your pre-printed return label. Please send the return to:
Klättermusen
C/O B. Iversen Spedisjon AS
Postboks 5789 Torgarden
7437 Trondheim
Norway

ITEMS TO RETURN

Product Name	Item Number	QTY	Colour	Size	Reason Code

Reason For Return

- A. Fit Big B. Fit Small C. Changed Mind D. Incorrect item received F. Wrong color

Add Comment:

Returns are accepted within 30 days from the date of delivery. Items must be in the same condition they were received, including all labels and original packaging. Once we receive the return, please allow 15 business days for your refund to process. Refunds will be issued to the original form of payment.

If you want to exchange an item, return the product within 30 days and then place a new order on klattermusen.com. Your new product will be delivered to you within a few days and you'll receive a refund as soon as we receive your returned product.

Please contact our Service Department if you receive an item that is broken or damage at service@klattermusen.se or +46 647 618 607.

If you are returning an item from an order paid for with Klarna, we recommend that you mark the item as returned in the Klarna portal.

Returning an item is your responsibility until it reaches us. For your protection, we recommend shipping the parcel with a carrier that insures you for the value of the goods. Questions, comments or feedback? Please contact us at webshop@klattermusen.se or give us a call during office hours (CET) at +46 647 618 607.