



# RETURN SLIP

**SHIP TO**

Name:  
 Address 1:  
 Address 2:  
 Post Code + City:  
 Country:  
 E-mail:  
 Phone:

**RETURN TO**

Klättermusen AB  
 c/o DSV Solutions Nederland  
 Transportweg 7  
 7041KK 'S-Heerenberg  
 The Netherlands

SALES ORDER NO: \_\_\_\_\_

DATE: \_\_\_\_\_

SKU	ITEM DESCRIPTION	COLOR	SIZE	QTY TO RETURN	REASON CODE

**TOTAL QTY:**

Please fill in the return section above for items you wish to return. Specify the quantity and reason code by filling in the corresponding columns. Reason codes are listed below.

**Reason for return:**

- |   |                                       |
|---|---------------------------------------|
| R01 = Too big/long                          | R06 = Item does not match description |
| R02 = Too small/short                       | R07 = Item does not match image       |
| R03 = Ordered multiple, kept one            | R08 = Incorrect item received         |
| R04 = Did not meet expectations             | R09 = Defective item received         |
| R05 = Late delivery / Item no longer needed | R10 = Item damaged in transport       |

**COMMENTS:**

**General Terms**

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.

**How to return an item?**

1. Email webshop@klattermusen.se to receive a return label. Use subject RETURN REQUEST and include your order #.
2. Make sure that the product is in the same condition it was received including all labels, hangtags and packaging.
3. Mark the return slip with item(s) you want to return and write the reason code for your return.
4. Include the return slip in the package together with the returned item and securely pack in the packaging you received your order in.
5. Apply the supplied return shipping label to the package and leave the package at your nearest forwarder drop-off point.
6. Make sure that the package is properly sealed and cannot be opened during transport. Make sure to request and save a receipt from the drop-off point until your return has been processed.

**Exchanges**

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.

**Product defect or damaged in transport**

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

**Purchases made with Klarna**

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.

**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.