

**SHIP TO**
**RETURN TO**

SKU	ITEM DESCRIPTION	COLOR	SIZE	QTY	QTY TO RETURN	REASON CODE
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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

R02 = Too small/short

R03 = Ordered multiple, kept one

R04 = Did not meet expectations

R05 = Late delivery / Item no longer needed

R06 = Item does not match description

R07 = Item does not match image

R08 = Incorrect item received

R09 = Defective item received

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.

**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.

**How to return an item?**
**Within the EU**

1. To print a return shipping label:

- Go to [ups.com/track](https://www.ups.com/track) and enter the tracking number listed above and in your Shipping Confirmation email.
- Select Return This Package button
- Enter your email address and submit. Weight and dimensions are optional.
- The label will be sent to your email address for printing

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 return shipping label to the package and leave the package at your nearest forwarder drop-off point or call UPS to schedule a home pickup.

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](https://www.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

Email: [service@klattermusen.se](mailto:service@klattermusen.se)

Tel: +46 647 618 607

**Outside the EU**

1. Email [webshop@klattermusen.se](mailto: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 or call UPS to schedule a home pickup.

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.

**Questions, comments or feedback?**

Please contact us at [webshop@klattermusen.se](mailto:webshop@klattermusen.se) or give us a call during office hours (CET) at +46 647 618 607.