

## Returns – terms and conditions

Dear customer

Thank you for purchasing products from Amundsen. If you are not 100% satisfied with your purchase, return it within 10 days of receipt and in saleable condition for a refund or like-for-like exchange. All returns should be in “as new” condition, both unwashed and unworn.

Returns and exchanges are only accepted for items purchased directly from amundsensports.ch. For items bought with one of our retail partners, please contact them directly to arrange an exchange or refund.

### How to make a return

1. Fill out the return note on the next page
2. Put the unused and unwashed products in appropriate packaging and make sure the hangtags are still on.
3. Place the return note inside the package.
4. Properly seal the package and place our address “Hi Trade AG, Ruessenstrasse 6, 6341 Baar” on the outside of the parcel. Make sure to cover the original shipping label if using the original packaging.
5. Return us the package (please make sure, that the postage costs are correctly selected) – return costs won’t be taken from us.
6. We replace or credit you the purchased goods. Be aware that it can take some days before the money is payed back on your credit card.



## Return note

Dear customer

Please fill out the below information's properly, so that we can take care of your return as fast as possible.

### Contact information's

Customernumber/Ordernumber: \_\_\_\_\_

Name \_\_\_\_\_

Surname \_\_\_\_\_

Street / Nr. \_\_\_\_\_

Zip Code / Location \_\_\_\_\_

Phone number \_\_\_\_\_

E-Mail address \_\_\_\_\_

### Return information's

Reason of the return:

☐ Wrong style (not the one that I have ordered)

☐ Style is defect

☐ Style is not fitting

☐ Other reason: \_\_\_\_\_

How to proceed:

☐ Send a new product: \_\_\_\_\_

☐ Credit Note through EC-/Creditcard (Send debit note)

☐ Other process: \_\_\_\_\_

City/Date: \_\_\_\_\_ Signature: \_\_\_\_\_

➔ Please sign - with the signature you agree our terms and conditions.

Please send the goods back to:

Hi Trade AG

Ruessenstrasse 6

6341 Baar