**Return note – Kvik’s webshop**

If you wish to cancel your purchase of goods on the Kvik webshop, please fill in this return form and enclose it in the package with the goods to be returned. Remember that the goods must be returned in their original packaging.

If you wish to complain about a previously delivered item, you can do so via our online complaint form, which can be found at [https://kvik.typeform.com/claim-en-es](https://kvik.typeform.com/reklamation).

Please send the parcel to our returns address, which is listed below. We recommend that you send the parcel insured with a tracking number. Kvik offers the purchase of a return label via this link: <https://return.shipmondo.com/kvikreturn-en-es>.

**Customer information:**

Order number (if available):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (can be omitted if the return note is send by e-mail):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I wish to exercise my right of cancellation for the following:**

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| --- | --- | --- | --- |
| Item number | Quantity | Return code | Return codes: |
|  |  |  | 1. Cancelled purchase
2. Item did not live up to expectations
3. Received the wrong item
4. The order arrived too late
5. The item was damaged upon receipt
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**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Please note the following when making a return: |
| * The product must be returned to: Kvik A/S, Stentoftvej 1, port 1-2, 7480 Vildbjerg.
* There is a 30-day right of cancellation when purchasing goods on Kvik's webshop. The right of cancellation runs from the time you receive the goods.
* The goods must be returned no later than 14 days after the expiry of the 30-day cancellation period.
* You as the customer are responsible for the cost of returning the goods. Payment of return costs will be necessary and may be high depending on the carrier's rates. Kvik offers the purchase of a return label for an amount of EUR 14 for a parcel of up to 20 kg. The return label can be purchased via this link: <https://return.shipmondo.com/kvikretur>n-en-es.
* When returning goods, you as the customer are responsible for ensuring that the goods are packed securely.
* You will be responsible for the decrease in value of the goods resulting from handling other than that necessary to establish the nature, characteristics and functioning of the goods.
* We will make the refund using the same means of payment as you used for the original transaction.
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**Customer Care:**

E-mail: Customercare@kvik.es Telefone.: +45 7211 7212