

## Returns Form

soul-wool.com

*If you are not satisfied with the quality or color of an item you receive, you may return it to us within six months of purchase. Please understand that we can only accept returns of unused merchandise in its original condition, including the label. Portions of yarn packages cannot be returned.*

### **How to make a successful return:**

- 1) Properly pack goods that are to be returned
- 2) Fill in the returns form and enclose it
- 3) Stamp the shipment sufficiently and send it to the following address:

Soul Wool c/o Kremke Handelsgesellschaft mbH Brauereistraße 30  
19306 Neustadt-Glewe / Germany

I hereby revoke the contract concluded by me for the purchase of the enclosed items.

Firstname, Lastname \_\_\_\_\_

Ordernumber: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

If the order has already been paid for, we will refund the value of the returned items to the original payment method upon receipt of the return.

If you paid by **prepayment**, please provide your account number for the refund here:

Account holder \_\_\_\_\_

IBAN: \_\_\_\_\_

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

### **Please check one or more of the following reasons**

Color different than expected

Yarn different than expected

Quality insufficient

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

ordered too much

late delivery

incorrect delivery

others: \_\_\_\_\_

The complete cancellation policy can be found on our website under Terms and Conditions.