



Thank you for your order! We hope that you are satisfied with your product.

**In case of a claim:** If you wish to return a defect product, please contact us at [lanka@lankajamuovi.fi](mailto:lanka@lankajamuovi.fi) and we will arrange a pick-up for your parcel. Pack the parcel carefully and dispatch this return form with the parcel.

**Return or exchange at your own cost:** Place a new order in our online store and put information about the returned product in the additional information field. Pack the parcel carefully and dispatch this form with the parcel you wish to return. Then take the parcel to a delivery point of your own choice.

If you have any questions, please contact our customer service at [lanka@lankajamuovi.fi](mailto:lanka@lankajamuovi.fi) or +358 2 6347 700 (Mon-Fri 7.45-15.45 Finnish Time)

## RETURN FORM

Fill in the information below and dispatch this form with the parcel.

Name: \_\_\_\_\_  
Order Number: \_\_\_\_\_  
Delivery Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Account No (IBAN): \_\_\_\_\_

### Returned Items:

Product ID	Product Description	Reason for the return (see codes)

Return codes:

1. Damaged product, please specify: \_\_\_\_\_
2. Wrong product
3. Late delivery
4. Didn't meet expectations

Please refund my account

Please send me a replacing product

Date \_\_\_\_\_

Signature \_\_\_\_\_