

First name Last name: _____

Order-ID: _____

return form

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

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.

PayPal payment – PayPal email address: _____

Andere Zahlungen – IBAN: _____

reasons for return

1. Color different than expected
2. Yarn different than expected
3. Quality insufficient
4. Ordered too much
5. Late delivery
6. Incorrect delivery
7. Others: _____

Item	Description	Amount	return amount	return reason
1	_____	_____	_____	_____
2	_____	_____	_____	_____
3	_____	_____	_____	_____
4	_____	_____	_____	_____
5	_____	_____	_____	_____
6	_____	_____	_____	_____