

## REQUEST FOR RETURN OF GOODS

I hereby request to return the following products ordered (please specify item number, color, size and quantity):

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Please tell us the reason for the return of the product:

- The product has an error (180 days from the date of delivery)
- The quality of the product is not as I expected (30 days from the date of delivery)
- The size is not appropriate (21 days from the date of delivery)
- The product looks different from the photos on the online shop (21 days from the date of delivery)
- I ordered more pieces of the same product because of the size (14 days from the date of delivery)
- Other reason (please describe) \_\_\_\_\_ (21 days from the date of delivery)

Order number (you can find it on the invoice, dispatch, returns receipt, in the email confirming your order):

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Order date:

Delivery date:

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Customer name

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Customer signature:

Date of submission:

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Please scan or take photo of this document and send an email to [service@ivko.com](mailto:service@ivko.com)

You can fill this document online at the [rs.ivko.com/en/return-goods-form/](https://rs.ivko.com/en/return-goods-form/)

You can send the document by post to: Ivko Retail GmbH, Nederlinger Str. 4, 80638 Munich, Germany

For all additional information please contact our customer service.

Customer service can be contacted at:

[service@ivko.com](mailto:service@ivko.com)

t: +49 (89) 998252810

(International landline rates, prices may vary)

Customer service hours:

Mon - Fri

09:00 - 17:00

## **RIGHT TO REQUEST A RETURN OF THE GOODS**

The Client has the legal right to Request a Return of the Goods, without stating the reason within 14 days from the moment when the Client or the Client's authorized representative came into possession of the product. The courier service is not considered to be the representative of the Client. To terminate the Purchase Agreement, the Client is obliged to send to the Company a Request for a Return of the Goods, within 14 days from the receipt of the goods.

The request can be sent by post to:

Ivko Retail GmbH,  
Nederlinger Str. 4,  
80638 Munich  
Germany

or e-mail to: [service@ivko.com](mailto:service@ivko.com)

After the Company has received a Request for a Return of the Goods, the Company will immediately, and not later than 14 days upon receipt of the request, reimburse the Client for all funds, including the transportation costs charged (unless the transportation costs, due to the Client 's specific request, exceed the value of the most advantageous mode of transport offered by the Company).

To refund, the Company will use the same payment method chosen by the Client when ordering the product.

All refund costs will be borne by the Company and the Client will be fully refunded.

The Company reserves the right not to refund until the goods are returned by the Client or a valid acknowledgment that the Client has sent the goods to the Company in due time, whichever of the two is the earlier. The Client undertakes immediately or not later than 14 days after the Request for a Return of the Goods, to send or personally deliver the products to the Company's address:

Ivko Retail GmbH at 2Run Logistik GmbH  
Kammer 35  
4981, Reichersberg  
Austria

The Client does not bear any cost of returning the goods.

The Client is obliged to bear the costs of any impairment of the product due to improper handling of the goods.

The Client cannot exercise the right to Cancel the Purchase Agreement if the product is manufactured according to the specific requirements of the Client.