

Dear customer!

Thank you for shopping at ferm-living.com. We hope that you like the products you have bought. If you wish to exchange the items please use the following guide.

RETURNS INFORMATION

We accept returns during 30 days following the delivery of this order. After 30 days we cannot accept any exchanges or returns. Please follow our instructions below if you wish to return an item:

1. Complete your returns details in the table below and enclose it together with your returned items. Items must be returned new and unused.
2. Labels and original packaging must be fully intact.
3. The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. Make sure you get a tracking number for your shipment.
4. The cost of returning the item to us is at your expense.
5. The package can take up to 7 working days to be returned to our warehouse, unless sent via special delivery.
6. Send the package to:
System Transport A/S
Att. ferm LIVING
Transportcenter Alle 19
7400 Herning
Denmark

YOUR DETAILS

Order Number: _____ Name: _____

Email: _____ Phone Number: _____

WHICH ITEMS ARE YOU SENDING BACK TO US AND WHY?

All exchanges are subject to availability. Items on sale cannot be exchanged.

Item (name & item number): _____

Reason for return: _____

WHAT WOULD YOU LIKE TO DO? EXCHANGE OR REFUND?

1. Refund items. All correctly returned products will be credited as a refund to the original purchaser's credit card excluding all shipping costs, international customs duties and sales taxes.
2. Exchange items. Any outstanding balance will be credited to you. All exchanges are sent to you without shipping costs. All exchanges are subject to availability.

| RETURN ITEM | EXCHANGE TO ITEM |
|-------------|------------------|
| | |
| | |
| | |