

Dear customer

Thank you for shopping at fermliving.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. Please notify us regarding your return or exchange by email webshop@fermliving.com or on phone (+ 45) 70227523 within 14 days of receiving your order.
2. The products must be returned in the original packaging and returned to our warehouse within 14 days after your notification.
3. Please Fill out the return form, and send it along with the items you want to return.
4. The cost of the return shipment must be paid by you, and is not covered by ferm LIVING.
5. You will receive your refund within 14 days after we receive the notification. However the refund will not be paid before we have received the items at our warehouse or we have received documentation proving the items have been shipped.
6. If the items are not received in their original packaging and in the same condition as you received it a deduction can be made in your refund, similar to the decrease of the value of the items.

Send the package to:

System Transport A/S
Att. ferm LIVING
Transportcenter Alle 19
7400 Herning

YOUR DETAILS

ORD-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. **Please note:** No exchange can be made to an item of more value than you have purchased.

Item Number: _____ Item Name: _____

Reason(s) for return: _____

WHAT WOULD YOU LIKE TO DO? EXCHANGE OR REFUND?

1. Refund items. All correctly returned products will be credited to the original purchaser's credit card used on the order - 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. Please Note: All exchanges are subject to availability.

ITEM(S) FOR RETURN:	EXCHANGE TO ITEM(S):