

# UNGER-FASHION.COM

## RETURN INSTRUCTIONS

**Thank you for your order at UNGER-FASHION.COM!**

If you would like to return items from your order, you have the option to do so within 28 days free of charge or to exchange them for another size using the return label. Please note our cancellation policy in our terms and conditions at: [www.unger-fashion.com/en/general-terms-and-conditions](http://www.unger-fashion.com/en/general-terms-and-conditions)



### 1. Check items

Please note our return conditions at:  
**[www.unger-fashion.com/en/returns](http://www.unger-fashion.com/en/returns)**



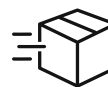
### 2. Return form

Complete the return form on the back indicating the items you would like to return.



### 3. Prepare package

Place the items together with this form in the package and close it correctly.



### 4. Drop off package or book collection

Depending on the shipping method you have chosen, the following options are available for you.

## SHIPPING OPTIONS:

### DHL Standard Germany & Austria

Drop off at a service station or Packstation (please keep the receipt of the shipment).

### DHL Express National & International

Drop off at a service station ([www.locator.dhl.com](http://www.locator.dhl.com)), a Packstation or book a collection by stating our customer number 950103158 via the DHL Express hotline (for all countries at [www.dhl.com/express](http://www.dhl.com/express)).

Germany: 022890243511

Austria: 0820550505

Belgium: 27155050

France: 0825100080

Switzerland: 0848711711

Denmark: 70345345

Netherlands: 0880552000

Luxembourg: 350909

### UPS Standard

Drop off at a UPS access point (locations at [www.ups.com](http://www.ups.com)).

### Pick up in-store

Drop off at UNGER / UZWEI in-store or by DHL (for a return label please contact our customer service).

## DO YOU HAVE ANY QUESTIONS?

Please contact us by phone at **+49 (0)40 600 885-0** or by e-mail at: **[service@unger-fashion.com](mailto:service@unger-fashion.com)**

# UNGER-FASHION.COM

## RETURN FORM

**To**

UNGER GmbH & Co. KG  
Neuer Wall 35  
20354 Hamburg  
Deutschland

Phone: +49 (0)40 600 885-0  
Fax: + 49 (0)40 600 885-208  
E-Mail: service@unger-fashion.com

**Sender**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

**Order Number** (see E-Mail) \_\_\_\_\_ **Date of order** \_\_\_\_\_

I hereby withdraw from the contract I concluded with the company UNGER GmbH & Co. KG regarding the purchase of the goods listed below.

Date/Signature: \_\_\_\_\_

Return items	Size	Replacement size	Reason for return (see below)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

### EXCHANGE

To exchange items for items in a different size, please contact us by phone at + 49 (0) 40 600 885-0 or by email and reserve your desired exchange item in advance. Please also indicate your exchange preference in the 'Replacement size' field on this form.

### REASON FOR RETURN

- |                    |                                |                           |
|--------------------|--------------------------------|---------------------------|
| <b>1</b> too large | <b>3</b> deviates from picture | <b>5</b> selection order  |
| <b>2</b> too small | <b>4</b> defective             | <b>6</b> delayed delivery |

### Does not meet my expectations because:

- |                                  |                      |                            |
|----------------------------------|----------------------|----------------------------|
| <b>7</b> low material quality    | <b>9</b> low comfort | <b>11</b> does not suit me |
| <b>8</b> low workmanship quality | <b>10</b> fit        |                            |

### SUGGESTIONS AND REQUESTS (to improve our service)

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