

Special Return Form

Customer Name / Address ----- ----- ----- ----- ----- -----	Order information Order Number _____
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Do you want to return an item? Please follow the instructions below

- 1) Fill in the form. All information is necessary.
- 2) Choose the right return address from the **SENDER LIST below**.
- 3) Include the form in the box and return it to the address of the sender.
- 4) Attention products must not be returned to SpatulaPro.
- 5) Postal charges are at the cost of the customer and we recommend you use registered post in order to track the return.
- 6) We also recommend you keep a copy of this form.
- 7) Please allow up to 14 days for any refunds to appear in your account from the moment we inform you that your return has been received.

Item Code	Item description	Quantity returned	Return Code	Comments

Return codes (please select one reason):

A = Exchange this item for another one.

In this case the price difference will be credited or debited in your account.

B = Product not required.

In this case the value of the merchandise will be credited to your account. Please read the return policy carefully.

C = Product is faulty – defective.

In this case the value of the merchandise and the transport expenses will be credited to your account.

D = Product was not ordered.

In this case the value of the merchandise and the transport expenses will be credited to your account.

Attention : The product must be returned to the appropriate sender and **NOT to SpatulaPro.**

If you need any help please contact us at info@spatulapro.com or call at +44 203 2869451 (09.00 – 17.00 CET) always mentioning your order number.

SENDERS LIST

AEXPERIAL	Piazza Ferdinando Simonis 5, 43126, Parma Italy
CHOCOLATE WORLD	Lange Elzenstraat 123, 2018, Antwerpen, Belgium
LAUTERJUNG	Gasstr. 35b, 42657, Solingen, Germany
MARTELLATO	Via Rovigo, 1/B, 35010, Vigonza (PD), Italy
SCHNEIDER	In der Langerts 1, 73095, Albershausen, Germany