

# Guérison

thank you for your order with Guérison.

All orders are made in Amsterdam and produced ethically and sustainably.

## Return form

Order number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Order Date (MM-DD-YYYY): \_\_\_\_\_

E-mail: \_\_\_\_\_

### how to make a return or exchange

Returns happen, even if we all do our best to avoid it. Never hesitate to get in touch with us if you have questions. A return or exchange must be made within 30 days from the purchase.

Products must be unused, unopened, unburned and with the original packaging box attached.

### then pack your return

1. Send a mail to [return@geurisonhome.com](mailto:return@geurisonhome.com) to request a return label. Please include your name and order number.
2. Put the item(s) you want to return or exchange in the original box.
3. Place the item and this return form in the original outer packaging.
4. Print the return label and fasten it at the top of the box. Make sure the parcel is nicely close with all the tape. If required use some extra tape.

### first, fill out this return form

Please fill in your information. A return form needs to be included in your parcel.

The information needed is available on your order invoice. Order number, Return Authorisation Code and size are mandatory fields to be filled in.

### send it back and receive your refund

Just bring it to the nearest DHL Service Point. Once we got your return we'll issue a refund within 14 days to your original pay. Depending on your bank, the refunded amount will appear on your card or Paypal account within 2 to 5 business days.

	return authorisation code	return reason code	qty	ordernummer
01`	_____	_____	_____	_____
02	_____	_____	_____	_____
03	_____	_____	_____	_____
04	_____	_____	_____	_____
05	_____	_____	_____	_____

#### return reason code

01 Not what I expected

02 Quality

03 Wrong item ordered

04 Not as online

05 Damaged

06 Defect

08 other please be specific

\_\_\_\_\_