

## RETURNS FORM

If for any reason you are not happy with your order, you can return it and send it back to us. Unfortunately, it is not possible to exchange the product. However, you can always return the product you received and place a new order by contacting our customer service directly at [shop@chaletaffair.com](mailto:shop@chaletaffair.com). This way we can ship your new order as soon as possible.

Please fill the following fields:

|  |                            |
|--|----------------------------|
| <b>EXPORT TRACKING NUMBER: tracking no. used by DHL to deliver your package to you</b> |                            |
|  |                            |
| <b>Your name:</b>  | <b>Your email address:</b> |
|  |                            |

### Why do you want to return the product?

Comfortability     
  Colour     
  Damage     
  Wrong product

|                         |
|-------------------------|
| <b>Please describe:</b> |
|                         |

Returns conditions:

- Our returns policy allows you to return unused products within 14 days of receiving them. Please note we cannot accept returns that show visible signs of usage. The product must be returned in its original condition and in its original box. If that is not the case, the refund will not occur.
- Return costs are not covered by us.
- For EU countries – Fill this form and add it inside your box.
- For NON-EU countries – Put the filled **returns form** and the **invoice** provided with your package back inside the transparent pouch and stick it to the parcel. Do not put any of these documents inside the box, as they need to **remain visible** for **customs inspection**.
- Once your package is ready, please go to a postal service of your liking and ship the parcel to:

**Emil Hofmann u. Sohn GmbH & Co. KG**  
**ATTN.: CHALET AFFAIR**  
**Niddastraße 66–68**  
**60329 Frankfurt am Main**  
**GERMANY**

- Make sure you receive a receipt with a tracking code after shipping your package, so you have proof of shipment. Once we receive your return, we will do our best to process it as quickly as possible.
- We will not take charge of any customs taxes related to your return. Packages that do not comply with these instructions will be returned to the sender.