



Contact.

Contact us if you have any questions regarding your delivery or product.

E-mail: satila@satila.com
Telephone: 0301-22330

Follow us.

Feel free to follow us and share your Sätila moments.



@satilaofsweden
#satilaofsweden

SÄTILA



Dear Customer,

Thank you for shopping from us, we hope you will be satisfied with your purchase. Please remember to take good care of and maintain your product, as this will ensure it lasts for several years of use. Follow the care instructions and wash it with care, repair the product instead of discarding it, and recycle the product when you no longer need it.

Warm regards from all of us at Sätila of Sweden.

SÄTILA

Important information regarding Returns and Claims.

For easier handling of return please send back with the return authorization form appropriately filled in.

Items should be returned to us in condition they were sent out. Make sure all products is returned as you received them, with tag and seal still attached. If you wish to exchange your item you will need to make a return of your order and place a new order in our webshop.

Return cost.

All international returns are charged with 6 EUR/60 NOK and will be deducted from your refund. We offer free freight on all claims. Claims will be replaced with a new product. If not possible you will get an offer for another item or a refund.

To create a return or claim, please follow the steps below:

1. Place the item(s) in the original shipping box, or any other box or bag.
2. Place the return authorization form inside the box appropriately filled in.
3. Close the box/bag and tape it securely.
4. Use return shipping that came in with your order and place it on the box or bag.
5. Leave your parcel at your nearest forwarding agent

Information regarding refunds on returns.

We usually proceed returns within three to seven days of arrival at our warehouse. Once your return has been accepted, your refund will be issued. Please note that the shipping cost will be deducted from your refund.

Credit card refunds.

Credit card companies vary in the time they take to restore the credit back to your account and the transaction could take up to 7 business days to be settled from the day of our refund.

Refunds by Klarna.

When we registered the return of your order we'll do the refund through Klarna. Please observe that refund by Klarna can take a few days before visible. Please note it can take up to 10 days for us to process your return/refund.

Return note, please send back this form together with the product.

Your name: _____

Your ordernumber: _____

Date: _____

This is a:

☐ Return

☐ Claim

Returned products:

Product name	Colour	Size	Return code (see below)
--------------	--------	------	----------------------------

- | |
|---|
| _____ |
| _____ |
| _____ |
| 1 Size too small |
| 2 Size too big |
| 3 Item did not meet my expectation regarding model/design |
| 4 Item did not meet my expectation regarding fit |
| 5 Item did not meet my expectation regarding colour |
| 6 Item did not meet my expectation regarding quality |
| 7 Image on the website did not match the product in reality |
| 8 Too late delivery |
| 9 Ordered several different products or several sizes/colors of the same item |
| 10 Claim |
| 11 Other, please specify |

We gratefully accept your thoughts on our products in order to improve us:

Please note that we don't accept returns if:

- Garment is not returned within acceptable time frame 14 days.
- Garment is clearly used and not returned in an acceptable manner.

Please send us an email at satila@satila.com if you have any questions or want to give us any feedback.