

# 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 Paypal /Invoice/Klarna

Your refund from Paypal will be visible in your account as soon as we have processed the return of your order. Your invoice will be credited as soon as we have processed your return. You will have an updated Invoice sent to by Klarna. Please observe that refund by Klarna can take a few days before visible.

Please note that it can take up to 10 days for us to process your exchange or return/refund



## Return note, send back this form together with the product

Your name: \_\_\_\_\_

Your ordernumber: \_\_\_\_\_

Date: \_\_\_\_\_

Is this a return or a claim?:  Return  Claim

### Returned products:

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

### Return code

### Explanation

1	Size too small
2	Size too big
3	Item did not meet my expectation regarding model/design/fit
4	Item did not meet my expectation regarding colour
5	Item did not meet my expectation regarding quality/material
6	Image on the website did not match the product in reality
7	Too late delivery
8	Ordered more sizes/colours of the same item
9	Claim
10	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](mailto:satila@satila.com) if you have any questions or want to give us any feedback.