

SUNWILL

Established 1963

HOW TO RETURN A PRODUCT:

1. Fill out the returns form, which was enclosed with the product on delivery.
2. Pack the product to be returned in suitable packaging.
3. Contact Sunwill's customer service, who will send you a return label by e-mail.
 - Inform customer service if you would like the package picked up, or if you would prefer to send it yourself using a GLS ParcelShop.
 - Once you have received the return label, you will also find out when your package will be picked up, if you have requested this service (typically, the following working day).
4. Print out and affix the return label onto the package.
5. Await pick-up of the package.
 - If you are not home when the package is picked up, you can place it somewhere where the delivery man can pick it up without problems.
 - Or:
6. Deliver the package to a GLS ParcelShop.

RETURN OF GOODS

Sunwill control all clothes before sending. Should there still be errors, please use this Return Form. Fill in the fields below and return the form with the goods.

Clothes returned with complaints, will be repaired or replaced by a new delivery within 7 days of receipt. If the size does not fit you, we will send you a replacement in correct size. If we don't have a replacement in stock, we will refund your money in maximum 7 days after we have received the product back. We apply the EU purchase treaty where you have 2 year's right to return faulty products.

Should you, contrary to expectations, regret your purchase, any item can be returned within 14 days. You must return the goods in the same condition as when you received it. Labels and hangtags should be on your clothes. The purchase price will be credited to your account within 7 working days.

If you have any questions, please feel free to contact our Customer Service at contact@sunwill.dk.

RETURN FORM

Please fill in below fields:

Order no. (to be found at your delivery note)	
Name	
Street	
Zip code / City	
Phone	
E-mail	

GOODS FOR RETURN/COMPLAINTS

Please fill in one of below codes for each product you return:

1. Size is too big
2. Size is too small
3. Does not meet my expectations
4. Fiting is wrong
5. Defect after wash - e.g. shrinking. Please describe the defect and how you have washed the garment.
6. Incorrect garment delivered
7. Others - please describe below.

Article no.	Code	Replacement size	Comments