

## Return Form

At Copenhagen Delights you are entitled to return goods for refund or exchange within 14 days after receiving your order. Please follow the below instructions. This return form and a copy of your invoice must be enclosed with the returned goods.

### 1. Reason for returning goods.

**A. Faulty goods / packing mistakes.** Please select the reason in the table below. In case of faulty goods please advise if you want an exchange or refund. We will ship a new article to you free of charge.

**B. Exchange goods to another color or size.**

Please state the requested color or size in the table below. We will exchange to a new color or size and ship to you free of charge. If requested color or size is out of stock, we will refund the value of the returned article.

**C. Regret purchase.**

In case you want to return the goods because you have changed your mind, please state this reason in the below table. Cost of returning the goods will be on your account. Cost of shipping the original order to you will be deducted your refund.

### 2. Returning of goods.

**A. Home Shopping.**

In case you have placed your order at a home shopping event, please contact the host to arrange delivery.

**B. Webshop.**

In case you have placed your order at our web shop, goods can only be returned by our nominated forwarder. Copenhagen Delights will pay freight charges except in the case you regretted your purchase (Point 1.C). Please contact our [Customer Service](#) to arrange pick up. Returned goods must be shipped to the below address:

Copenhagen Delights Co., Ltd, 55 XuanDieu Street, Tay Ho, 10000 Hanoi, Vietnam

We refer to our general terms and conditions stated on our website [www.copenhagendelights.com](http://www.copenhagendelights.com)

### 3. Order details:

Invoice number (stated on your invoice): .....

Order number(stated on your invoice):.....

Name: .....

Street: .....

Zip code: .....City: ..... Country: .....

### 4. Details of returned goods:

Article name	Article number	Exchange		Faulty goods		Packing mistake	Regret purchase (refund)
		New size	New color	Exchange	Refund		