



>Returns Form

ON-IE-12/20

Customer No.:
Invoice No.:

Name:
Address:
ZIP Code/City:
Country:

Attention! Regardless if you are exchanging or claiming on defective goods: **Please send your return with adequate postage when returning items to EMP!**

In the case of returning defective items, or incorrect items, the shipping costs for the return will be refunded by us, once we received the returned items(s).

What are you sending back to us?

	Item no.	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						

- Here are the Return Codes.
- 85** Item too large
 - 95** Item too small
 - 35** Ordered for comparison
 - 31** I don't like the material
 - 32** I don't like the design/cut
 - 61** Item is damaged
 - 43** Delivery too late
 - 42** Wrong item delivered

What would you like in exchange?*

	Item no.	Description	Price	Quantity	Size
1					
2					
3					
4					
5					

* Please note that it is only possible to exchange the same item for a different size. If you wish to replace a completely different item, we will refund the amount and kindly ask you to place a new order.

You picked a replacement, but it costs more?

If you are required to pay any difference as a result of your exchange, for data protection reasons, please **DO NOT** write the payment details down. Please write down your contact telephone number and we will phone you to arrange payment.

Telephone: _____ Best time to call you? _____

If you have any questions then please contact our customer service team on **1800-932666** or send an e-mail to **mailbox@emp.ie**

Do you want a refund?

We will always try to refund you via the same means that you originally paid, should this not be possible, you may be refunded by cheque instead.

All completed? All safely packaged? Then send it to the address below:

C-No.: _____ O-No.: _____

**E.M.P. Merchandising
Handelsgesellschaft mbH
Am Stadtwalde 666
48432 Rheine
GERMANY**



30 days from date of order to return something. See our T&C's