



# - RETURN FORM -

**THANK YOU FOR SHOPPING AT CALIROOTS!**

Caliroots offer you to return an unused item within 30 days for exchange or refund at your own expense as long as neither the item nor its original packaging is damaged.

For customers outside of EU: mark the shipping documents with "Product return" and include information about the type of product, original tracking number and product value.

If you have any questions or concerns, please don't hesitate to contact our customer service at: phone: +46 8-720 0797, email: [info@caliroots.com](mailto:info@caliroots.com)

Attention! If any of your ordered items are out of stock you will find that information in the table below! Look at the columns "ordered" and "sent"

## RETURN ONE OR MORE ITEMS:

Choose the right return code for the items you wish to return in the table below. We will process your refund using the same payment method as you used when placing the order.

Return code	Item number	Brand	Product	Ordered	Sent

Return code

- |                                     |  |
|-------------------------------------|--|
| 1. Item was too small               | 5. I got the wrong item                    |
| 2. Item was too large               | 6. Item was defect                         |
| 3. Poor fitting                     | 7. Item was damaged during transport       |
| 4. Wrong colour compared to picture | 8. I have changed my mind (please explain) |

## PRODUCT EXCHANGE

Please fill in information about the new item in the table below. Please note that the item has to cost less or the same as the returned one. Caliroots will send the new item back to you free of charge.

Send your return to: CALIROOTS, BOX 1251, 164 29 KISTA, SWEDEN

## TERMS

- It is the customer's responsibility to choose a valid shipping option. Caliroots can't be held liable for packages that are lost or damaged during transfer.
- The customer agrees to pay all eventual freight and customs charges involved with the return/exchange.
- The item has to be in new condition and un-used. For example, do not send caps in envelopes and don't label any shoe boxes

We will send you an e-mail as soon as we have opened your return. You will be refunded 1-5 weekdays after you receive the email from us. During peak periods the process of refunds & exchanges can take up to 14 days.