



Caliroots, BOX 1251, 164 29 Kista, Sweden
Tel: +46 8-720 0797, E-mail: info@caliroots.com

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. If you have any questions or concerns regarding your order, please don't hesitate to contact our customer service department by phone or e-mail at:

Telefon: +46 8-720 0797 - E-mail: info@caliroots.com

1. MY INFORMATION

NAME: ZIP CODE:
ADDRESS: ORDER NUMBER:
COUNTRY: TELEPHONE:
STATE: E-MAIL:

2. I WANT TO

- EXCHANGE FOR A DIFFERENT SIZE OR ITEM:
BRAND: ART. NO: SIZE:
- GET A REFUND
- UPDATE MY INVOICE
- COMMENT:
.....
.....

3. RETURN THE PACKAGE

SEND YOUR RETURN TO:
CALIROOTS, BOX 1251, 164 29 KISTA, SWEDEN

FOR CUSTOMERS OUTSIDE OF EU: REMEMBER TO INCLUDE A COPY OF YOUR RECEIPT. MARK THE SHIPPING DOCUMENTS WITH "PRODUCT RETURN" AND "THE PRVIOUS TRACKING NUMBER" ALSO INCLUDE INFORMATION ABOUT THE TYPE OF PRODUCT AND PRODUCT VALUE.

We send you an e-mail as soon as we have opened your return. If you would like to exchange the returning item(s) we will send it to you freight-free after we got your return. Not before that. If you have decided to return parts of your order or your total order you will be refunded 1-5 weekdays after you receive an email from us. Attention! At high pressure the process of refunds & exchanges can take up to 14 days.

TERMS

- It is the customer's responsibility to choose a valid shipping option and to bear the charges for returning the package to us. In case of an exchange we will send the exchange item(s) back to you free of charge.
 - We can't be held liable for packages that are lost or damaged during transfer.
 - The customer agrees to pay all eventual 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.