



kustom-kult.de
work | moto | merch

RETURN MANUAL

THANK YOU FOR YOUR PURCHASE AT Kustom-Kult.de

We always strive to optimize our customer service and therefore we are pleased about your suggestions for improvement so that we can simplify shopping for you and other customers.

YOU HAVE ANY QUESTIONS ABOUT YOUR ORDER?

You can reach our customer service by e-mail (info@kustom-kult.de). Also you can find the contact details and information below on this page. Please always keep the order number ready and check the status of the order in advance in your customer account.

IS YOUR DELIVERY INCOMPATIBLE OR DAMAGED?

If the carton or envelope is damaged on the way or has any problem, please confirm this in detail by the deliverer and sign it.

Unfortunately, despite careful control, we cannot rule out a packing error to 100%.

Please always check the package for completeness on the basis of the invoice, which was automatically sent to you by email.

If there is any problem or discrepancy, please let us know and immediately notify us by E-Mail, so that we can investigate it for you.

Kustom-Kult.de
Thank you for your purchase

YOU ARE PLANNING A RETURN TO Kustom-Kult.de?

No problem - within 60 days after receipt of the goods this is possible without giving reasons (right of withdrawal). The timely dispatch of the goods or the timely withdrawal is sufficient!

WHAT IS THE NEXT STEP?

- **When exchanging goods, you only bear the costs of transporting the return shipment, and we will then send you the exchanged articles free of charge.**
- Please make sure that your goods return is always sufficiently franked.
IMPORTANT: Unfreely returned parcels and registered mail are generally not accepted as we have automated logistical processes to ensure a quick settlement for you. If we accept these packages, the cost will be deducted from the refund. The cost for a return is about 12 EUR -> this is avoidable. Many Thanks!
- Please return all items you wish to return in their original packaging. Of course, only unworn, unwashed and packaged items can be accepted.
- On the back you will find a return slip, which facilitates

and speeds up further processing. Please enclose this filled in the package.

- Please keep the proof of receipt of the parcel until the amount or exchange has been refunded.
- We endeavor to process the incoming returns immediately. Please keep in mind that the return and processing take a few days.



DELIVERY AND RETURN ADDRESS:

Kustom-Kult.de | c/o 247Group
Borsigstraße 1
24568 Kaltenkirchen, Germany
Tel.: +49 (0) 40 - 525 993 16

www.kustom-kult.de info@kustom-kult.de
facebook: Kustom-Kult.de



RETURN VOUCHER

NAME: _____ PLACE: _____

DATE: _____ ORDER NUMBER: _____

RETURN ITEM:

Item	Size	
_____	_____	<input type="radio"/> Please refund <input type="radio"/> Please exchange in size ____
_____	_____	<input type="radio"/> Please refund <input type="radio"/> Please exchange in size ____
_____	_____	<input type="radio"/> Please refund <input type="radio"/> Please exchange in size ____
_____	_____	<input type="radio"/> Please refund <input type="radio"/> Please exchange in size ____

For wrong delivery or damaged goods, we ask you to contact us by email (info@kustom-kult.de), so we can take care of it as soon as possible. **For damaged items, please be sure to note the damage on this return note. Many Thanks!**

REFUND (if desired)

Your returned item will be processed by us within 2-3 business days after receipt. You will receive your credit immediately using the same payment method as you paid for the items.

NOTE: _____

