



Return, Exchange and Warranty Issue Sheet

The Finnish Consumer Protection Policy guarantees the consumer a **14 day period in e-commerce during which the consumer can return or exchange their products**. If you are dissatisfied with your purchase and you want to exchange or return a product or if you want to make a complaint of a product, please fill in this form.

I want to **exchange** or **return** the following products (please circle/underline):
(Tell us what is exchanged to which, e.g. M to L or blue to red. We would like also know the reason, but that is not compulsory)

Exchange/return: _____

Exchange/return: _____

Exchange/return: _____

I file a complaint of the following defect product: (date of purchase, defect, description of use)

NB! All exchange and return products must be unused and in their original sales packaging.

Do this:

1. Contact us at: orders@haltistore.com and inform us that you are sending us products.
2. Pack the product well. In returns and exchanges we accept only products that are resellable.
3. Send the product to: *Returns&Exchanges/Halti Store, Läntinen Pitkätatu 13, 20100, Turku, Finland.*

Credit payments will be refunded on your credit account, bank payments on your bank account.

Customer's information:

Name: _____ Company/association: _____

Address: _____

Telephone: _____ Email: _____

Order number: _____ IBAN number: _____
(Five numbers, found in the invoice) (NB! Compulsory in returns)

BIC/SWIFT Number: _____
(NB! Compulsory in returns)

Signature: _____ Date: ____/____/____