



## Thanks for your order. Here's your delivery!

### Returns? No problem: You have 14 days right of return!

This excludes audio and video data carriers that have been unsealed (e.g. CDs, LPs, DVDs, videos, audio cassettes, etc.)

### Free returns from Germany:

Use our free returns portal at [www.bravado.de/retoure](http://www.bravado.de/retoure) to print out a pre-franked address label.

**Without returns portal or other countries:** You bear the regular costs of the return shipment, unless we have sent you something wrong. If you have any questions, please contact our customer service. Freight collect shipments will not be accepted.

### Here we go:

1. pack the goods - preferably in the original carton.
2. fill out this return form and enclose it (thank you!)
3. close it, attach a label with franking on it and send it.
4. the processing of your return can take several days. Thank you for your understanding.
5. we will refund your money.

### Returns form Please fill out in any case:

Invoice date:	Your name and address:
Customer no.:	
Invoice no.:	
Order no.:	

Please tell us the reason for your return. You help us to improve our service. Please fill out the following fields:

Item number	Quantity	Reason for return <small>Please use the number codes (see below)</small>	Description / Other notes <small>*) if defective: Please describe the defect and the position</small>

1 I do not like this article	6 Price-performance ratio
2 ordered several sizes to choose from	7 Delivery too late
3 too small	8 differs too much from the article illustration
4 too large	9 Article is defective *(please explain above)
5 wrong article delivered	

### Information on crediting

The credit is always made according to your original payment method. If you have paid by PayPal or credit card, we will refund the credit to your PayPal or credit card account. If you paid in advance, we will transfer the money back to you.



BRAVADO A DIVISION OF UNIVERSAL MUSIC GMBH

Address for returns: c/o Nordkurier Logistik, Alexander-Meißner-Str. 78-80, 12526 Berlin-Bohnsdorf / Germany

SERVICE by e-mail: [service@bravado.de](mailto:service@bravado.de) | SERVICE-HOTLINE: 030 311 97 737