

**pekabo.ch GmbH**  
**Sagenmattstrasse 7**  
**6003 Luzern**

## Return form

No.Order: \_\_\_\_\_ Date: \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

Item no. \_\_\_\_\_ Size \_\_\_\_\_ Quantity \_\_\_\_ Reason \_\_\_\_\_

- Credit on your customer account (not possible when ordered with an guest account!)
- Refund on bank account

Owners name of the bank account: \_\_\_\_\_

IBAN: \_\_\_\_\_

If you have payed by credit card, TWINT or postfinance, we will transfer your credit back.

## 1. Right of return

Returns can be made if

- After 14 days within the reception
- The goods are complete and unused
- the original packaging is present and not damaged, labels and tags have not been removed.

If the items are not handled carefully, we reserve the right to charge 10% of their value for our effort.

We kindly ask you to return the items (costumes carefully folded!) in their original packaging and with a brief explanation. Please enclose the following [\[Return Form\]](#) with the return.

Return address: pekabo.ch GmbH - Sagenmattstrasse 7 - 6003 Luzern

## 2. No right of return

No returns can be made if

- If we have received the goods after later within 14 days of customers reception.
- Original cover and tag are damaged or missing
- If the goods have been used, damaged or are smelling bad or having stains.
- The goods are not complete (accessories missing).
- Products do not allow to be returned for hygienic reasons, such as underwear, swimwear, socks, tights, cosmetic products or similar. This also applies to wigs, beards/mustaches or masks. Unless the product was delivered in its original packaging and has very obviously not been unpacked and tried on. Pekabo.ch will do and is responsible for the assesement.
- cosmetic products/make up/food.
- Goods on sale

## 3. Damaged delivered goods

The customer must check the goods immediately within reception and report any defect to our customer service immediately. The customer can do this in writing and with a photo of the defective item by e-mail to [info@pekabo.ch](mailto:info@pekabo.ch). Our customer service is also available by telephone. Pekabo.ch will decide what to do with the goods. If a defective item is returned without prior notification, the postage costs will be charged to the customer.

If there is a manufacturing defect in the ordered goods, pekabo.ch GmbH will rectify the defect or supply a replacement. If it is not possible to rectify the defect or supply a replacement, the customer has the right to withdraw from the contract. Further claims on the part of the customer remain excluded.

## 4. General information / refund

Upon receipt of the return, any purchase price already paid will be refunded to the customer immediately or left as a credit on the customer's account. In the case of guest orders, it is not possible to transfer a credit to a new order and must therefore be refunded to the customer.

The costs for the return shipment will remain with the customer.

If the entire order is returned, the shipping costs remain due. You will only be charged the actual postage costs.

The cleared return will be confirmed to the customer by email.

## 5. Returns not accepted

Pekabo.ch checks the returns based on the return policy. If a return does not meet the conditions, pekabo.ch will inform the customer by email. After 30 days from this information, pekabo.ch will continue to process/dispose the non-accepted items. If hygiene items are worn, such as socks, we will dispose of the items sooner.

**Return label:**

Sender:

.....  
.....  
.....

**pekabo.ch GmbH  
Sagenmattstrasse 7  
6003 Luzern**