

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.

## Policy of return/warranty

### 1. Right of return

Returns can be made if:

- After 14 days within the reception
- The goods are complete unused
- All items only with the complete original cover/Tag

**If you returned your whole order or if the value of your order falls under CHF 50.00, we charge you CHF 7.00 for the cost of delivery.**

If textiles are not handled carefully, we reserve the right to charge 10% of the value.

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

### 2. No right of return

No returns can be made if:

- If we received the goods after 14 days of customers reception.
- Original cover and tag is damaged or missing
- If the goods have been used, damaged or are smelling bad or having stains.
- The goods are not complete (accessories missing).
- The goods are not complete (accessories missing).
- cosmetic products/make up/food.
- Articles on sale

### 3. General Information to returns

- If goods are damaged from manufacturing, pekabo.ch will fix the damage or replace the good. If both are not possible, the customer has the right to step back from the contract. No further claim can be made.
- After receiving the return, we refund the money immediately or if desired by the customer, it will remain as credit on the customer's account. Please note if you have registered as a guest, only a refund can be made.
- Cost of return has to be payed by the customer.
- If we have cleared the return, the customer will receive an e-mail
- Please attach the following document to the returns[[Return form](#)]

**Return label:**

Sender:

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

**pekabo.ch GmbH  
Sagenmattstrasse 7  
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