

# INTERNATIONAL RETURNS

If you are happy, we are happy.

Gitta & Peter Plotnicki

Dear Merz b. Schwanen friend,

If you are not fully happy with your purchase, you may of course return it within **14 days of receipt**, providing they are in unworn, unwashed, original, and resalable condition.

To ensure a smooth return process, please follow the steps below:



## STEP 1

You have a **customer account**?  
Then use the return tool  
[www.merzbschwanen.com/returns](http://www.merzbschwanen.com/returns)

Did you order as a **guest**?  
Then please send a mail to  
[returns@merzbschwanen.com](mailto:returns@merzbschwanen.com)

# 1



## STEP 2

Please **complete this returns form** and let us know **which article** you wish to return.

# 2



## STEP 3

Place the goods into the package, **unworn and in the original packaging**, along with the **completed returns form**. Mark **'RETURNED GOODS'** clearly on the **outer packaging** of your parcel and most importantly **ensure that the 'Return Goods' option is ticked on the customs declaration form**. Let us know the **order number**.

Order No: \_\_\_\_\_

# 3



## STEP 4

Please send your package directly to our warehouse.  
International returns: best use your **local postal service**. Using your local postal service ensures smooth and easy-going handling of the return. Returns are covered by the customer.

### Return Address:

**Merz b. Schwanen Warehouse**  
Borsigstr. 7  
72461 Albstadt - Germany

# 4

## Why do you want to return your Merz b. Schwanen item?

Please let us know the reason for the return. In this way, we are able to improve our service and to offer even better products.

Art. No.	too small	too large	not like expected	other reason

For the fastest possible support, we are grateful if you send the package within the next 3 days.

Buttons have fallen off? We'll be glad to send you a **repair kit** free of charge. We are happy that you take care of your garments and repair them when necessary. This saves resources and is not just good for Mother Earth but all living beings. **Thank you!**

