

RETURN FORM



Exchange and return rights

The customer has 14 days to make a purchase decision. If the product does not meet expectations, it can be exchanged or returned within 14 days of the customer receiving the product. Here's how to return or exchange a product:

1. The returned product must be unused and in its original packaging. This return form must be completed. **We do not process returns that are returned without a return form.**
2. The return is at the customer's expense. The customer can choose their preferred method of transport.
3. The return address is Enervent Zehnder Oy, Kipinätie 1, 06150 PORVOO, FINLAND, tlf +358 40 193 0407, e-mail: logistics@zehndergroup.com.
4. If the customer wants to exchange the product they purchased, the purchased product is returned according to the instructions on this form and the alternative product is purchased on a new order in our online store.

Refund for returned product

1. We will refund the purchase price you paid as soon as the shipment reaches us, unless you have any outstanding claims. The refund will be made using the same payment method you used to pay for the original order.

Dat:

Original order number (found on the invoice):

Contact information (name, address, phone, email):

Products being returned:

Catalogue number	Product name	Amount ordered	Amount returned

Reason for return:

webshop.enervent.com

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