



## THANK YOU FOR YOUR ORDER

We hope that you are satisfied with your new gloves.  
Remember that a little love and care will make them last longer.  
Learn more about glove care at [hestragloves.com](http://hestragloves.com).

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### Not satisfied with your purchase and want to return?

As a consumer, you have the right to withdraw your purchase within 30 days of receiving the package. The returnfee is 50 NOK / 50 DKK / 5€ / 5£ and the original shipping cost is not refunded. Returned items must be in new, unused condition, with the original tags attached.

#### How to return

If you want to return items from different orders in the same package, it is important that you send us a completed return form for each order, otherwise we will not be able to handle your return.

1. **Fill in the return form on the backside of this paper.**
2. **Put this paper and the items that you wish to return in a suitable package, preferably the same package the order came in.**
3. **Attach the pre-paid shipping label onto the package. If you're using the original package, make sure to cover the old shipping label.**
4. **Leave the package at any of the logistic company's Service/Access point. IMPORTANT! Save the receipt for your return.**

*In case you want the return picked up at home, you will have to personally book a pick-up through the logistic company's website: [www.logistics.dhl](http://www.logistics.dhl), [www.ups.com](http://www.ups.com) or [www.postnord.com](http://www.postnord.com). Please note that you may be personally charged for this service by the logistics company.*

#### Exchange

We do not offer exchanges. If you need a different size, color or style please return your order and place a new order for the correct item.

#### Refund

Approved items will be refunded as quickly as possible against the payment method used when initially placing the order. The refund is handled by Klarna. The returnfee is 50 NOK / 50 DKK / 5€ / 5£ and Initial outgoing shipping fees are not refunded.

**Direct Debit/Card** The refund will be handled by Klarna, against the same Direct Debit account/Card that was used when initially paying the order. Refunds may take up to 10 business days to appear on your statement.

**Pay Later/ Klarna Invoice** If you paid the order by Klarna invoice and return part, or all of your order, Klarna will issue you with a new statement as soon as we have processed your return.

If you have any questions, please contact our Customer Service via e-mail: [b2c@hestragloves.com](mailto:b2c@hestragloves.com), or by Phone: +46 370 – 33 97 00, weekdays 8 am – 5 pm (UTC+2).

More information about returns and order withdrawals can be found at [www.hestragloves.com](http://www.hestragloves.com)

# RETURN FORM

Fill in the form below and put it in the return package.

If you want to return items from different orders in the same package, it is important that you send us a completed return form for each order, otherwise we will not be able to handle your return.

Order no. \_\_\_\_\_

Customer no. \_\_\_\_\_

*Order number, Customer number and product information can be found on the included delivery note.*

Art.no.	Size	Quantity	Return code	Comment

## RETURN CODES

- 991. Too small
- 992. Too big
- 993. Don't like the fit
- 994. Expectations (color/image/other)
- 995. Faulty item – describe in comment
- 996. Wrong item delivered
- 997. Ordered multiple sizes
- 998. Withdrawal

## INSTRUCTIONS

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Save the receipt for your return.