



Return Form

Please put the completed return form in the package

The completion of the return form is not a prerequisite for the effective exercise of the right of revocation.

Your customer data

Customer no. _____ Street, no. _____
 Name _____ Postcode, City _____
 First name _____ Telephone/e-mail _____
(For questions about your return)

Your return

Order date _____ Invoice number _____
 Invoice date _____ Order number _____

Payment method Klarna Paypal Credit card Amazon Pay Sofortüberweisung Payment in advance

Item	Color	Size	Reason for return
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reasons for return

1 do not like the item 2 item does not fit 3 several colors/sizes ordered for selection 4 item does not match the picture/description
 5 item has insufficient quality 6 wrong item delivered 7 item is defective or damaged 8 other reasons (please specify)

This is how you send in your return correctly:

1 Fill out the return form **completely**

2 Pack the item **incl.** return form

3 Address the package **to:**
SPOOKS GmbH, Oberbech 8,
51519 Odenthal/Germany

4 Give your package **sufficiently stamped** to a shipping company of your choice

Notes on return shipment

Do you not like an item ordered in the SPOOKS online shop, does the article not suit you or do you have other reasons why you would like to return the article? Then you can make use of your legal right of revocation within 14 days without giving reasons or of our voluntary right of return within 30 days. More information about your right of return and right of revocation can be found in our general terms and conditions (www.spooks.com/terms).

Return costs

Returns from abroad (outside Germany) have always to be borne by the buyer. Please send your return from abroad sufficiently stamped to the following address:
 SPOOKS GmbH, Oberbech 8, D-51519 Odenthal.
 We will only bear the costs for returning the goods if you use the DHL return label provided by us for a return within Germany. You will find a link to our DHL return portal exclusively for returns from Germany at www.spooks.de/dhl-retourenportal. If you do not use our DHL return label, you must pay the direct costs of the return shipment. Please note that we cannot refund shipping costs afterwards. Shipping costs for returns of reduced items at the time of ordering are always borne by the buyer. In case of unjustified return of reduced items via our DHL return portal, the corresponding return costs (€ 4.90) will be deducted from the credit note/refund.

If you have any questions regarding your return our customer service is at your disposal!



+49 (0) 2202 96 96 1-0 (Mo-Fr 08.00-5.00 pm)



service@spooks.com

You can also find more information about your return at: www.spooks.com/returns