



DELIVERY NOTE/RETURN FORM

THANK YOU FOR SHOPPING AT CALIROOTS!

If you for some reason do not want to keep your purchased product/s, we offer you to send back an item within 30 days for refund at your own expense if the item is unused and undamaged. Its original packaging (e.g. shoe box) also needs to be undamaged meaning you need to use outer wrapping and no tape or labels on the shoe box.

For customers outside of EU it is important that you mark the shipping documents with "Product return" and include information about the type of product, original tracking number and product value due to customs handling.

*If you have any questions or concerns, please don't hesitate to contact our customer service at:
phone: +46 8-7200797 or email: info@caliroots.com*

Attention! If any of your ordered items are out of stock, you will find that information in the table below! Look at the columns "ordered" and "sent".

RETURN ONE OR MORE ITEMS:

Choose the right return code for the items you wish to return in the table below. We will process your refund using the same payment method as you used when placing the order.

Return code	Item number	Brand	Product	Ordered	Sent
Return code					
1.	Item was too small				
2.	Item was too large				
3.	Poor fitting				
4.	Wrong color compared to picture				
		5.	I got the wrong item		
		6.	Item was defect		
		7.	Item was damaged during transport		
		8.	I have changed my mind (please explain)		

Send your return to:

NAME: Caliroots STREET ADDRESS: Vandagatan 3 ZIP CODE: 164 74 CITY: Kista COUNTRY: Sweden

TERMS

- It is the customer's responsibility to choose a valid shipping option. Caliroots can't be held liable for packages that are lost or damaged during transport. For your own safety, please save a receipt and a copy of your tracking number.
- The customer agrees to pay all eventual freight and customs charges involved with the return/exchange if any.
- The item must be in new condition and un-used. For example, do not send caps in envelopes and don't put labels or tape on shoe boxes.

We will send you an e-mail as soon as we have handled your return. You will normally be refunded 1-5 weekdays after you receive the email from us. During peak periods the process of refunds can take up to 14 days.