

# hhv.de return form

Any questions concerning your return?

Email: [retouren@hhv.de](mailto:retouren@hhv.de)

Phone: +49 (0)30/29 38 12 40

We explicitly point out that the use of the return form and the compliance with the procedure specified below constitutes no prerequisite for the effective exercise of the right of withdrawal.

Please insert invoice number here!

**Please send the return to:**

HHV Handels GmbH  
c/o Retouren  
Subject: (Invoice number)  
Grünberger Str. 54  
D-10245 Berlin  
Germany

**Please take note of the following requirements:**

- hhv.de will promptly refund shipping costs that you disbursed in case the claim is warrantable.
- In order to ensure a smooth procedure at German customs, please keep the following in mind:  
**The invoice and the completed return form must be attached to the package's exterior, and clearly visible (inserted in a transparent sleeve or the like).**
- Please take heed of hhv.de's general terms and conditions (GTC)!
- Please insert your invoice number in the top right box!
- Please specify the reason for the return (please cross where applicable) and, if necessary, describe the defect.
- In case your order was damaged in transit, please include a copy of the carrier's damage report in the return package!

**Customer data:**

Name	Forename	Email	Phone number	Customer ID

**Returned items:**

**Reason for the return:**

Item number	Size / Format	Quantity	Don't like it	Doesn't fit	Damaged in transit	Damaged	Wrong item
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What is hhv.de supposed to do after receiving the return?**

**Send exchange items:**

Item number	Size / Format	Quantity

**Issue a refund to my bank account:** In case of PayPal or credit card payment, no bank details need to be stated.

Account holder \_\_\_\_\_

Bank name \_\_\_\_\_

Account nr./BIC \_\_\_\_\_

Bank code/IBAN \_\_\_\_\_

Email on PayPal \_\_\_\_\_

**Remarks/Comments:**

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