hhv.de return form

Any questions concerning your return?
Email: service@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.

HHV_____

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:

1. You can withdraw from a sales contract (the order) within 30 days without giving reasons.
2. 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 clearly visible to the package exterior (e.g. a poly pocket).

3. You bear the shipping costs of a return.
4. Please insert your invoice number in the top right hand box!
5. Please specify the reason for the return (please cross where applicable) and, if necessary, describe the defect.
6. 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	Firstname	Email	Phone number	Customer ID

I hereby give notice that withdraw from my contract of sale of the following goods:

Item number	Size / Format	Quantity	Additional information				
			Don't like it	Doesn't fit	Damaged in transit	Damaged	Wrong item
			❑	❑	❑	❑	❑
			❑	❑	❑	❑	❑
			❑	❑	❑	❑	❑

Ordered on: **Received on:**

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Date / Signature

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 Paypal or credit card payment, no bank details need tob e stated.

Account holder_____
Bank name_____
Account nr./IBAN_____
BIC/SWIFT_____

Remarks/Comments:

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