RETURNS

RETURN FORM

Please fill it in, print it and enclose it with your parcel.

YOUR DETAILS

FULL NAME (AS ON THE ORDER)

DATE

ORDER OR INVOICE NUMBER

TYPE OF RETURN

☐ **Return** ☐ **Complaint** only after agreement with our customer service

RETURNED ITEMS

ITEM NO. AND DESCRIPTION	SIZE	QUANTITY	REASON FOR RETURN

CHECKLIST BEFORE SHIPPING

☐ Items unworn and unwashed

☐ Original packaging with all labels

☐ Goalkeeper gloves: protective film fully on the latex

IMPORTANT

- You can return your order within **14 days** of receipt.
- **Excluded** are worn, washed, damaged or soiled items, goalkeeper gloves with the protective film removed from the latex, and printed or personalised items.
- Shoes: do not stick labels on or write on the original box, use an additional shipping box.
- You organise the return yourself, at your own cost. The parcel must be prepaid, we recommend a tracked and insured shipment. Parcels sent cash on delivery are refused.
- **Returning from outside the EU?** Please contact our customer service team before you send anything back, because of customs.
- The refund is paid within 14 days after we have received and checked the parcel, using the same payment method as the order.
- We do not offer direct exchanges. Please place a new order for the item you want.
- Defective item: only after agreement, **office@keepersport.net** or WhatsApp **+43 676 7664611** (messages only).

RETURN ADDRESS

KEEPERsport GmbH
Anzengrubergasse 26
2542 Kottingbrunn
Austria

CONTACT

E-mail: office@keepersport.net
WhatsApp (messages only): +43 676 7664611

All information about returns