
Return form

Fill out the return slip and enclose it with the parcel to be returned.
The goods must be returned in the original packaging.

Ordernr.: _____

Your name: _____

Your email: _____

Your phone nr.: _____

Returning an item

If you wish to return one or more of your purchased items, please fill out this return form and download your prepaid return label [here](#). Returns are at your own risk and are paid by the customer. If you use our prepaid return label, we will deduct 9.99 EUR from your purchase to cover the shipping costs. You can find a link to our prepaid return label [here](#).

Our prepaid return label is not valid for larger furniture and bulky goods. For more information about returning an item, and downloading your prepaid return label, please visit our website and go to "Exchange & Returns".

The returned item must be in the same condition as when delivered, in original packing and with intact hangtags etc. You have 30 days right of cancellation from the day you received your package. Remember to enclose an invoice or a delivery note.

Once we receive your package we send you an e-mail and refund the full amount, including any shipping costs, back to the same payment option you used when you purchased your item. If you have received free shipping and decide to return a part of your order, a shipping fee will be deducted from the return amount, if the remaining order value falls below the amount that qualifies for free shipping.

Exchanging an item

If you wish to exchange an item to another color or size, please return it according to the above mentioned guidelines. After that, your money is transferred back to the same payment method you used to pay for the purchase, and you can go to the website and order the item in the correct size or color.

Complaints

If you have any complaints regarding to your garments, please contact customer service at sales@byflou.com and explain the reason for your dissatisfaction. The mail should contain your order number.

I am returning the following item:

- I have paid with a credit card and would like to get the amount refunded to this card
- I have paid via PayPal and would like to get the amount returned to the same account
- I have paid via Klarna and would like to get the amount returned to the same account
- I would like the total amount refunded as a gift card to Byflou.com