

Return Form - Kvik Online Shop

Thank you for shopping at the **Kvik Webshop!** We make the returns and claims process as easy as possible, but please note that both returns and claims can only be handled online - this means that you cannot return goods or make claims in our physical stores.

1. How to return your online order:

If you want to return your purchase, please fill out this return form and include it in the parcel with the goods. Remember that the goods must be in their original packaging.

Send the parcel to our return address listed below. We recommend that you send the parcel insured with a tracking number. Kvik offers the purchase of a return label via this link: <https://return.shipmondo.com/kvikreturn-en-es>

Remember to save your receipt and tracking number when returning items.

2. Complaints about online purchases:

Have you become aware of an error or defect on your item? If you wish to make a complaint about an item purchased on the webshop, this can be done via our online complaint form, which can be found at this link:

<https://kvik.typeform.com/claim-en-es>

Important!

- **Returns and complaints of online orders purchased on Kvik.es can only be made online - not in stores.**
- **Do you need help?** Contact our Customer Care team: E-mail: customercare@kvik.es

Customer information:

Order number: _____ Name: _____

Email: _____

Tel.: _____ Date: _____

Signature (not required if the return form is sent by email) _____

I would like to return the following items

Order number	Quantity	Return code	Return codes
			1. Changed my mind
			2. Item did not meet expectations
			3. Received the wrong item
			4. Order arrived too late
			5. Item was damaged on arrival

Comment: _____

Please note the following when returning

- The item must be returned to the following address: Kvik A/S, Stentoftvej 1, Port 1-2, 7480 Vildbjerg, Denmark.
- There is a 30-day right of withdrawal when purchasing goods in the Kvik online shop. The right of withdrawal starts from the moment you receive the item.
- The goods must be returned no later than 14 days after the 30-day withdrawal period has expired.
- The return costs are to be borne by the customer.
- In the event of a return, you as the customer are responsible for ensuring that the goods are safely packaged.
- Refunds will be made using the same payment method you used for the original transaction.