

**If you have any questions:**

Ljus i hem - Revvma EL AB  
 Fjärilsgatan 1  
 60361 Norrköping  
 011-300 45 58  
 kundservice@ljusihem.fi

**Please note!** In case of complaint, always contact our Support first.

Name: \_\_\_\_\_

Ordernumber: \_\_\_\_\_

Date: 20 \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Return reason

Art. No	Article description	Quantity	Returncode

Comments, in case of complaint:

**Returncode** (entered in returncode field):

- 1 = Doesn't correspond my expectations
- 2 = Incorrect product delivered
- 3 = Broken/Defective item  
*Always contact our Support first*
- 4 = Warranty exchange

**Detailed information:**

**What is the returncode?**

Describes the reason you want to return your product.

**What is a return?**

When you want to return your product within the 14 days return policy that we provide to our customers.

**What is a complaint?**

When you want to return a defective or broken product. Describe your motivation in the comments field.

**Return - what should I do?**



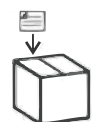
**1. Fill in the return packing slip**

Fill in the supplied return slip (this one).



**2. Packaging**

Put the return slip together with the goods in an outer packing. Note that this should not be the original carton of the product.



**3. Apply the prefilled return label**

Apply the included return label on the package.



**4. Leave it to your nearest posten agent.**

When we have received your return/complaint, we will send a new product or we will credit your account.

Its very important to use an outer layer on the shipment package. You may not send it back only with the product's original packaging without using an extra layer.

Using the outer packaging that your package was sent in, it's usually okay, if you had saved it.

We do not accept returns where the original packaging is ripped broken, taped, damaged or for any other reason not in the condition as new. In case of returning a shade the plastic around it should not be removed. If any of the demands above is not fulfilled or if the return is not complete and/or in a damaged condition we reserve us the right to charge the consumer.

**Note that 15€ will be deducted from the return amount when you use the prepaid return label.**

Date and signature: \_\_\_\_\_