



# SCHOLL STORE

## RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS

**Request your “Returned Goods Code”** by completing this form **and send it to [customercare@scholl-shoes.com](mailto:customercare@scholl-shoes.com)**. Please use capital letters and complete all the fields, except the “Returned Goods Code” field.

When you receive your “RETURNED GOODS CODE”, write in the relative field and **place this form inside the packaging** together with the defective/non-conforming products. Thank you!

### YOUR PERSONAL DETAILS

Name and	
Address:	
Phone and/or mobile phone	
E-mail:	

### YOUR ORDER INFORMATION

Order number:	
Returned Goods Code*:	
Remarks (optional):	

\*if you don't have a "returned goods code" send an e-mail request to:

[customercare@scholl-shoes.com](mailto:customercare@scholl-shoes.com); this code must always be indicated when returning goods

RETURNED GOODS (SKU)	Detailed description of the defect/non-conformity

Date and place \_\_/\_\_/\_\_\_\_\_, \_\_\_\_\_

Signature of the Customer \_\_\_\_\_

### **IMPORTANT**

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to [customercare@scholl-shoes.com](mailto:customercare@scholl-shoes.com):

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from TRIBOO DIGITALE S.r.l. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

TRIBOO DIGITALE S.r.l., c/o Arcese Logistic via Groane, 6 20811 Cesano Maderno (MI) ITALY,

within 30 (thirty) days from receiving such authorisation from TRIBOO DIGITALE S.r.l., **together with a copy of the authorisation and the "RETURNED GOODS CODE"**.