



sin duda..  
handmade with love

Sin Duda GbR • Wilhelminenstraße 30 • DE 65193 Wiesbaden

# Return Receipt

Name:

Address:

Order No:

Order Date:

Bank Account / PayPal ID:

Please tick off, why you would like to return the product:

- (1) Invocation of the legal Cancellation Right
- (2) Deficiency or Defect
- (3) Misdelivery
- (4) Damage or Loss during Transport

If you would like to return more than one product and the reason for the return for these products is each different, (e.g. product 1 due to cancellation right, product 2 due to misdelivery) please tick off all applicable reasons and state the reason for return for each different product in the tables below.

POS.	AMOUNT	PRODUCT NAME	ORDER NO	PRICE	REASON

If you have selected return reasons 2 or 4 for one or more articles, kindly provide additional information in field „problem description“ in the table below: For return reason 2, kindly state if you would like a repair or a replacement. For return reason 4, kindly state details about the damage of the packaging, the product, and/or missing products and/or pieces.

POS.	AMOUNT	REASON	PROBLEM DESCRIPTION

For the refund, we will use the same payment method which you have used during the original purchase. If you would like to receive the refund in a different manner, please tick off here:

- Bank Transfer (Please state bank account details above on page 1)
- Refund on my credit card account (only if purchase paid by credit card)
- Refund of my PayPal account (only if purchase paid by PayPal)

Kindly send us your return shipment to the following address:

**Sin Duda GbR**  
**Daniel Gutierrez**  
**Wilhelminenstrasse 30**  
**DE 65193 Wiesbaden**

Place, Date

Signature

Please take note of our return guideline on the following pages of this document.



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# Return Guideline

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## I. General Information

Kindly only return products by prepaid mail, as otherwise high additional costs are incurred. If you return products non prepaid, and you are obliged to bear the return shipping costs, we will have to bring to account the postage due incurred from your return shipment.

If we are obliged to bear the return shipping costs, we will refund the disbursed shipping costs immediately.

Kindly make sure to return the product together with all appendages provided in the delivery contents (e.g. tabs and labels, information leaflets) and the original shipment package.

Furthermore, we kindly ask you to ensure the safe packaging of the product you would like to return. If you need packaging or padding for this, kindly send us an email in advance to [sin-duda@outlook.com](mailto:sin-duda@outlook.com).

If you receive a postal receipt from your carrier, we advise you to keep it until the return procedure is finalised.

## II. Return due to Invocation of the legal Cancellation Right

If you would like to return one or more products because you would like to invoke your legal cancellation right, please check in advance that the term for invoking your legal cancellation right has not ended yet in case you did not invoke your legal cancellation right at due date before.

Kindly note, that a legal cancellation right appertains only to consumers in the sense of § 13 BGB (German Civil Code), including only natural persons who perform a legal transaction for reasons which can mainly not be assigned neither to her commercial nor to her self-employed work activities.

## III. Return due to Deficiency or Defect

If you would like to return one or more products because there is a product deficiency or product defect, kindly let us know on the return receipt if you would like a repair of the deficient product (if possible), or a replacement (the delivery of the respective product without any deficiencies).

We will bear the shipping costs created by your supplementary performance claim. We will refund the disbursed shipping costs immediately after inspection of the product if our inspection reveals product deficiencies or product defects.

#### **IV. Return due to Damage or Loss during Transport**

If the one or more of the delivered products have been noticeably damaged during shipping (especially if the packaging has been damaged, e.g. squashed, ruptured or ripped open, soaked wet, or noticeably newly taped), or if parts of the delivery contents have been lost or stolen during shipping, kindly return the product in the original (damaged) packaging newly closed and taped by you, or add another undamaged packaging around it if required for a safe return.

If you have received a damage report or a damage confirmation by the carrier upon delivery, please add it to your return shipment. In addition, we advise to make pictures of the damaged package if possible.

Upon examination of the issue, we will provide a replacement for all damaged products free of charge and will refund the disbursed shipping costs for the return shipment.

#### **V. Return due to Misdelivery**

If, by mistake, we shipped one or more products which you did not order or one or more ordered products in the wrong size, design, or configuration, kindly only return the misdelivered products to us. We will ship the correct products immediately to you free of charge and will refund the disbursed shipping costs for the return shipment.