

Return form

RETURN ADDRESS

Texlock GmbH
Aufgang C, 1.OG, Retoure
Ludwig-Hupfeld-Str. 16
04178 Leipzig

Dear customer,

please fill out the form completely so that we can quickly take all further steps for you.
We are very grateful for your criticism and suggestions, because they help us to constantly improve our services.
Thank you for your feedback! Your Texlock Team

NECESSARY INFORMATION

Date of return:	
Order number:	
Name:	
First name:	
E-mail address:	

RETURN

I would like to return the following items:

Item(s) to be returned:
1
2
3
4

We will refund the amount in the same way we received the payment.

If you wish to exchange your lock, simply place a new order in our online shop and return the unwanted goods to us as described above. We will process and refund your return regardless of your new order. Unfortunately, offsetting is not possible..

REASON FOR RETURN

Article does not fit me:

- too small / short / narrow
- too large / long / wide

Delivery:

- Wrong item delivered
- Item has been delivered defective / damaged / soiled (Please be sure to send us photos or a description, as we will report this as transport damage to our insurance company!)
- Delivery was late

Not liked:

- Item does not correspond to my expectations or item looks different from what is shown

Other:

Our customer support team will be happy to answer any further questions you may have!

You can contact us at: **+49 55019319 & support@tex-lock.com**