

To return an item, you just have to fill in this Return Merchandise Form and send it to Molo with the return shipment. You will have to pay for the return shipment. Feel free to use the bag that your order came in to return the item(s).

I wish to return these items purchased on molo.com

Order no: \_\_\_\_\_ Invoice no: \_\_\_\_\_ Mail ref: \_\_\_\_\_

Retur code	Number of returns	Style name	Colour	Size	Change size*

#### Return code

1. Return
2. Exchange to a new size
3. Damaged item - exchange for new item
4. Damaged item - refund amount

\* Only write in this field if it concerns return code 2. If we don't have the new size that you wish to exchange to, you will have your money refunded.

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

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Return to: Molo Kids A/S  
Sleipnersvej 2, Hal 2-3  
4600 Køge - DENMARK

webshop@molo.com  
(+45) 8888 4040  
Monday to Friday hours 9.00-16.00

## Returns

You have the option to return your order purchased at molo.com within 30 days of purchase. To return an item, just fill in the Return Merchandise form, which is included with your order. You will have to pay for the return shipment. Feel free to use the bag that your order came in to return the item(s).

Please use any shipping provider such as GLS, DHL or UPS to send your return package. Make sure to send the return package with delivery directly to the company address as Molo will not pick up any return packages sent to parcel shops or other forms of parcel collection points. Please refrain from using Hermes as your shipping provider, since they only deliver to drop points in Denmark.

When you return an order, you are refunded the purchase price. The refund will be credited to the card that you paid with, within 2-3 days from the time the return order is received and we have checked to make sure that it is not damaged in any way.

## Exchange

If you wish to exchange an item, you will have to place a new order on molo.com for the item that you want, and send back the item you wish returned to Molo within 30 days. When you want to exchange an item, just fill in the Return Merchandise form, which is included with your order. You will have to pay for the return shipment. Feel free to use the bag that your order came in to return the item(s).

Please use any shipping provider such as GLS, DHL or UPS to send your return package. Make sure to send the return package with delivery directly to the company address as Molo will not pick up any return packages sent to parcel shops or other forms of parcel collection points. Please refrain from using Hermes as your shipping provider, since they only deliver to drop points in Denmark.

You will get the purchase price refunded, which will be credited to the card that you paid with, within 2-3 days from the time the return order is received, and we have checked to make sure that it is not damaged in any way.

## Damaged item

Customers are allowed to try the purchased item/items to verify that the function and characteristics of the products are in order. To get a full refund for a returned item, though, you may not use it or wash it, and all original tags must not be removed. The customer is responsible for any change or damage to an item when handling it. This means that if the item has been used for anything other than what is permitted, it will be regarded as used. This means that if you wish to return the item, you would either receive no refund or a partial refund, depending on the individual case.