

Customer and order information

Today's date	Order number
First and last name	Telephone (including area code)
Address (including postcode and city)	
E-mail	

For the fastest handling of your case, we recommend that you contact Gustafs customer service and we will help you with the return of your goods. See contact information on the next page.

I have not picked up or received the product / service

• I have received the item with car delivery, and it can be picked up at the following address:

I have picked up / received the product and will contact Gustafs Customer Service for return address

I regret the purchase of the following goods.

Article name, Article number, Quantity

Information withdrawal

According to the law, you can regret within 14 days (so-called withdrawal period) when you shop remotely (by phone or at www.gustafs.com).

When you regret it, the following applies:

When ordering by phone or via the Internet, you as a customer always have a right of withdrawal for 14 days. The time is calculated from the day you received the item. You can regret verbally or in writing. Remember that you must prove that you have regretted in time. You can call or email Gustafs Customer Service if you regret it, and this will be registered, and we can handle it as quickly as possible. If you wish, you can use the regret form available at www.gustafs.com and send it to us, preferably via e-mail: customerservice@gustafs.com. Request case number / receipt / return shipping note if you leave the item directly to Gustafs or carrier. Gustafs needs to register that you have regretted before the return can be picked up / taken in return (so it is not possible to return goods directly at the time of delivery). Request a case number if you regret it verbally during a telephone call. If you have regretted and returned the product, you only need to pay for the return cost and any depreciation of the product if it is clear that it has decreased in value due to something that depends on the customer's handling of the product. Refunds to the customer will be made as soon as possible and no later than 14 days from the time the product has been returned or from the day when you as a customer show that you have returned the product. Gustafs pays back to you as a customer, what you paid for the product and the original shipping cost. The right of withdrawal does not apply to goods that have been ordered specifically according to the customer's instructions, such as custom-made goods that are manufactured to order.

Return

If you want, you can contact Gustafs Customer Service and we will help you with the return.

Do you want to know more?

If you as a customer want to consult about your case with an impartial actor, there is the opportunity to turn to a consumer counselor in your municipality, the case can also be reported to the Swedish General Complaints Board (ARN) for a statement and all this consumer help is free in Sweden.

Contact Information:

Gustafs Customer Service

Att: Regret form

Stationsvägen 1

781 60 Gustafs

Telefon: +46 (0)243-79 20 46

E-mail: customerservice@gustafs.com

www.gustafs.se

The Swedish Consumer Agency: www.konsumentverket.se

Consumer guide: www.konsumentvagledare.konsumentverket.se

For cross-border purchases:

The European Commission's platform for alternative dispute resolution: <http://ec.europa.eu/consumers/odr>.