

Returns slip

Dear Worldshop customer,

When returning goods, please enclose this **returns slip duly filled in** with your parcel.

As an extra service in addition to your statutory right of return, we also extend the right to return the items ordered from us within **four weeks** of receipt. Please observe the requirements for returns in our **General Terms and Conditions**.

When returning a smart device, regardless of the manufacturer or operating system (e.g. Android, iOS, HarmonyOS, WearOS, etc.), please ensure that all personal data has been completely deleted and all existing accounts, registrations and connections have been deactivated.

Device-specific tracking or remote-locking features (e.g. "Find My", "Find My iPhone", "Find My Mobile" or "Device Protection") must also be deactivated.

Devices must not be protected by PIN codes, lock patterns or other security mechanisms.

Please ensure that the goods are returned with all their accessories and in the original packaging, or packaged securely.

If the goods you wish to return are not easy to send (e.g. bulky items) or are to be returned from **outside Germany**, please contact our service centre:

Email: customerservice@worldshop.eu

Telephone: **+49 (0) 69 478 689 180**

Please keep the issued return receipt or collection confirmation until we confirm your return.

Returns slip

Customer number

Order number

Return date

Item number

Quantity

Size

Reason

Please select:
I would like a*

credit

replacement

repair

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Order	Delivery	Item
004 ordered in error	002 delivered too late	001 do not like item
033 no longer needed	003 delivered twice	006 item does not fit
	016 damaged in transit	008 manufacturing or material defect*
	019 incorrect item delivered	011 item not as described/pictured
		031 item/set incomplete*
		034 item does not work*

* Please indicate whether you would like a **replacement**, a **repair** or a **credit**.
Following a repair, the statutory guarantee period is extended by one year.

Description of manufacturing or material defect: