

## Return details

Dear client,

**Thank you for your order and your confidence in our company!** We aim to ensure that you as a customer are completely satisfied. Should an item not meet your wishes or if you have mistakenly ordered the wrong item, we will gladly accept the returned goods in their original packaging. To ensure a speedy process, we kindly ask for your assistance. If you have a question about an item or are unsure whether, for example, there is a technical defect or if accessories are missing, please email us. Often such cases can be solved quickly and can be solved quickly and easily.

**Email: [customerservice@pearl.ch](mailto:customerservice@pearl.ch)**

Please check your correspondence data in the yellow box overleaf. **We always send service notifications by e-mail.** If not already listed, please add your e-mail address.

In **case of a return**, please fill out the adjacent return note and observe the following instructions.

1. Note **all the returned items in the table** and mark and tick whether you want an exchange or a credit note. The purchase price will be refunded in the case of a proper return. Postage and packaging costs for this shipment remain valid. **Please note that we do not send out new invoices (see point 5).**
2. Pack the item with the **original packaging** and **all accessories** (cable, instructions, etc.) **in an additional sturdy cardboard box.** Please do not stick anything on / label the original packaging of the item!
3. Have the parcel conveniently collected by the **pick@home service of Swiss Post** or return the package to us with sufficient postage to PEARL Schweiz

GmbH, Grüssenhölzliweg 5, 4133 Pratteln. We cannot accept payment on delivery parcels.

4. **Pick-up by Swiss Post's pick@home service:** Log on to [www.post.ch](http://www.post.ch), select "Sending Parcels" in the "Private customers" section, then select "Domestic parcels" and "pick@home". There you will find all the information you need for the pick-up.

5. **For open invoices:** Please use a neutral payment slip to pay the balance. **We do not send out new invoices!**

**The following items are excluded from the right of return:** Audio and video recordings, magazines, batteries and hygiene items, and unsealed software. Likewise, there is no right of return for worn, used or damaged items that are not in a resalable condition.

Please choose yourself how you want **your credit** to be settled. **Tick one** of the 4 options listed:

- ☐ I would like to have my PEARL customer account credited against my next order.
- ☐ For open invoices: I will deduct the value of the goods from the invoice total and transfer the remaining amount through a neutral payment slip.
- ☐ For credit card payments: Please credit to credit card account
- ☐ For cash on delivery: I wish to receive a bank transfer to my bank account

## Return Note

Amount	Unit Price	Item number and designation	Reason and Exact Error description	Exchange	Credit

<b>Your correspondence data</b>		Customer number
Salutation	Name	Addition
Street		Postcode
e-mail		Tel.

Bank

IBAN

BIC

Account no.

Account holder

Clearing no.

Date

Signature