

# Returns Instructions Insert Template

PrestaShopCompliance.com

EU compliance for merchants

A printable slip to include in the parcel explaining how to return an order

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## How to Return Your Order

Thank you for your order. If you change your mind, you can return it. This slip explains how. Replace the highlighted fields with your own details before printing and place one copy in each parcel.

Shop name:

Order number:

## Your right to change your mind

You have the right to withdraw from your purchase within 14 days without giving a reason. The 14 days start on the day you receive the goods. To use this right, simply tell us that you wish to withdraw before the 14 days end.

## How to return your goods

- Let us know you wish to return the order using the contact details below.
- Pack the goods securely, ideally in the original packaging.
- Send the goods back to the return address within 14 days of telling us.

## Return address

Return address:

Who pays return postage:

## Condition of the goods

Please return the goods in a condition that allows us to resell them. You may handle the goods as you would in a shop, but you may be responsible for any reduction in their value caused by handling beyond that.

## Your refund

Once we receive the returned goods, or proof that you have sent them back, we will refund you, including the standard delivery cost you paid.

How long refunds take:

How refunds are paid (for example original payment method):

### **Need help?**

Contact email:

Contact telephone, if any:

This template is a general starting point and is not legal advice. Some goods are excluded from the right of withdrawal, so check which of your products are affected.