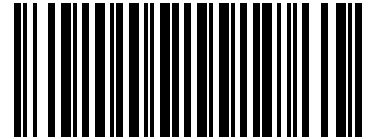


RETURN FORM - UK



Buyer:

Panduro Hobby AB

Ordernumber

Organization No.

Carrier:

VAT No:

Orderdate

Hi

Thank you for your order! We hope you will enjoy your products and wish you happy moments with creativity!

Order Specification

| Article No. | Description | Qty | Reason | Return Qty |
|-------------|-------------|-----|--------|------------|
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| How to return: 1. Fill in the return reason and quantity of returned items in this form. Place the form in the parcel. In the event of complaint, please state the reason in the notes section. 2. Place this form along with the return items in the same packaging as used when delivered. 3. If you return flammable goods, make sure the packaging is clearly marked with the flammable symbol. 4. Deliver the return package at self-cost to your nearest Fedex delivery point and send to: Panduro Hobby AB C/O NoWaste Logistics AB Mineralgatan 17 SE-254 64 HELSINGBORG Sweden | Return Reasons 1. Complaint, defective/broken/not complete item 2. The product did not meet my expectations. 3. I regret this purchase 4. Incorrect delivery/product | Contact us: Frequently asked questions can be found at: panduro.com/en/customer-service E-mail: customercare@panduro.com We aim to answer emails within 24 hours. Please note that this may vary depending on seasons. |
|---|---|--|

Your legal rights

When you buy goods from a business, in law you have several rights as a consumer.

These include the right of withdrawal; for 14 days from the time, you received your package to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

Our policy

In addition to your legal rights, we also offer a 30 days full return at self-cost if you simply change your mind. Members of We are Panduro always have 365 days full returns at self-cost. We reserve the right to make reasonable deductions from the refund amount due to loss of value if you have used or damaged the product or packaging (this includes removing labels or similar from the original product).

Refund/adjustment on your account due to return

Refund/adjustment of return takes place as soon as the return is received, registered and handled by our warehouse. If you have paid by card or direct payment, the refund will be deposited in the account. Upon return, you can also log in to Klarna.uk to see your transactions.

Receipt

Your digital receipt has been mailed by Klarna to the same email address as your order confirmation. (This return form is not a receipt)

Complaint

The Purchasing Act's rules applies on your purchase. If your product is damaged or incomplete, please contact customercare@panduro.com along with a description and picture, clearly showing the issue. Always state your order number with your claim. If we consider the goods should be returned, Panduro will email a return shipping note free of charge.

panduro[®]