

## Return form

Return number # .....  
Ordernummer .....  
Name .....  
Adress .....  
Postal code .....  
Place .....  
Telephonenumber .....  
E-Mailadress .....

## Artikel

Amount	Artikelnummer	Orderdate
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

Return complete order  
(if: please add a copy of the packing slip)

## Reason for return

- Damaged product
- Received wrong product
- Quality different than expected
- Other, .....

## Description of complaint

.....  
.....  
.....



<https://greengifts.zendesk.com/hc/en-150>

## Return number

Please contact us via the **help center** to request a return number for this return. Look out! We cannot process your return without a **return number**.

## Return conditions

You can return all non-living products within 14 days, as long as the item is complete

and is unopened. You must accompany the return shipment with this completed return form.

1. If you want to return the plants, there will always be a loss of quality. We are not responsible and / or liable for damage that occurs during the return transport.
2. Upon receipt of the goods, we determine the value of the received plants. More than 50% of the original value will never be reimbursed, because there is always a loss of quality.
3. You must accompany the return shipment with this completed return form.

We expect that the packaging and packaging materials are handled with care. Products delivered in a box must also be returned in a box. For returned products whose packaging has been unnecessarily damaged by description, stickering or an unnecessary amount of tape/adhesive tape, we will charge compensation that will be deducted from the amount to be refunded by us.