

## Return Form

|                |                      |                  |                      |
|----------------|----------------------|------------------|----------------------|
| Date           | <input type="text"/> | Pick up address  | <input type="text"/> |
| Invoice number | <input type="text"/> |                  |                      |
| Order no       | <input type="text"/> | Contact phone no | <input type="text"/> |
| Reference(s)   | <input type="text"/> |                  |                      |

|                    |                      |                    |                      |
|--------------------|----------------------|--------------------|----------------------|
| Contact person     | <input type="text"/> |                    |                      |
| Date of collection | <input type="text"/> | Time of collection | <input type="text"/> |
| Number of packages | <input type="text"/> | Weight             | <input type="text"/> |
| Measurements       | <input type="text"/> |                    |                      |

NOTE: The customer must have the goods packed and ready for the agreed day

**Please give the reason for the return in the corresponding box**

|   |                      |     |
|---|----------------------|-----|
| Cancellation of contract (withdrawal)       | <input type="text"/> | (1) |
| Error requesting product                    | <input type="text"/> | (1) |
| The product requested was not received      | <input type="text"/> | (2) |
| No reception within the stipulated deadline | <input type="text"/> | (2) |
| Wrong information on the website            | <input type="text"/> | (3) |
| Others (specify)                            | <input type="text"/> |     |

- (1) In this case, transport charges will not be paid  
(2) In this case, transport charges are payable  
(3) In this case, the vehicle documentation (photo) must be sent to verify the information and to decide whether

Send by mail to the following address: [returns@kateurope.com](mailto:returns@kateurope.com)

Along with the invoice and a photo of the vehicle documentation, if necessary

Once the letter has been sent, you will receive news from us or the carrier within 3 calendar days about the return