

Dear Customer,

We hope that you are satisfied with your purchase in the Goethe Campus Shop. If you would still like to return or exchange something, this is of course possible.

If you accidentally received an incorrect or defective item from us, please contact our customer service on +49 (0) 1573-9625311 or send us an email to ap@goethe-campusshop.de stating your order number. We will process the complaint as quickly as possible.

When purchasing online, you generally have the right to cancel. This must be asserted to us within 14 calendar days, starting from receipt of the goods. Otherwise the claim will no longer apply.

Please follow these instructions:

1. Enter your name and order number:

Name:	Order No:
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2. Tick the reason for the return:

I don't like the item	<input type="checkbox"/>
Item defective	<input type="checkbox"/>
Item doesn't fit	<input type="checkbox"/>
Not specified	<input type="checkbox"/>

3. Please send the package back well packaged to prevent items from being damaged. Be sure to add the completed form.

4. Tape the section at the end of this form on the package.

5. Drop off the package at your post office. You bear the costs of the return yourself. Depending on the value of the goods, you may send the package insured.

We will endeavour to process your return immediately, but no later than within 5 working days. If you paid via PayPal, the amount will be credited to your PayPal account. For all other payment methods, please provide us with your bank details or send them to bestellung@goethe-campusshop.de with the order number.

Bank details:

Bank	
IBAN	
BIC	

Your Goethe Campus Shop

Please cut off this section and stick it on the package



To

frankfurter werkgemeinschaft

Cassellastrasse 30-32

Gebäude C / Mr. Ingo Bauer

60386 Frankfurt