

// Return form

You can return your order within 30 days after receiving the order. Refund transactions will be reimbursed to the payment method that was used when placing the order. Shipping costs will not be refunded. Your refund will be processed within 10 business days after your return is delivered to our warehouse.

If you would like a new size or style, you simply place a new order.

If you have an EVOC customer account, you can start the return process in the customer account section (My account > Orders > Return). In case you placed your order as a guest account, please see how to proceed below:

- 1) Fill out this form. Make sure to include your **order number, name and address**.
- 2) Please contact our customer service via our contact form: Make sure to attach this form.
- 3) As an answer to your e-mail you will receive a DHL return label.
- 4) Include this return form and your item(s) with all product labels intact in your parcel. Please note that all items need to be in the same condition as received. Use the DHL return label.
- 5) Go to the nearest DHL Shop and ship your return.

Order number

Customer name

Customer address

Qty	Product name	Size	Reason

Reason for return:
1) Doesn't fit 2) Incorrect item received 3) Ordered more than one size. 4) Not matching description 5) Faulty item 6) Other reason

Add a comment