RETURN ENQUIRY

Please send this form, fully completed and signed, to return@fhb.de for processing.

Retailer

Name: _____ Contact person: _____

Street: _____ Email: _____

Postcode, town: _____ Number of parcels: _____

Internal reference number: _____

Alternative collection address

Company/Name: _____

Street: _____

Postcode, town: _____

Contact person: _____

Email: _____

☐ For a list of items, please see the attached delivery note/returns form (items do not need to be listed on the form)

Article	Colour	Size	Quantity	Reason for return

*further articles on page 2

Please note:

FHB original accepts returns solely as a gesture of goodwill and not on the basis of any legal obligation to take back goods. As our supply contracts are not contracts within the meaning of Section 312g(1) of the German Civil Code (BGB), the consumer's right of withdrawal described therein does not apply to these returns. Soiled or defective items, as well as items that do not correspond to the current delivery status, cannot be accepted for return. Items that are listed as discontinued models at the time of this return notification cannot be accepted for return either. Items that cannot be resold (see above) will be returned subject to a handling fee. Items delivered in form-fitting packaging (e.g. shirts, perennials, etc.) that have been opened and are no longer in their original factory packaging are generally excluded from return. In the event of missing or damaged hangtags or product packaging, we reserve the right to charge a flat-rate reconditioning fee. **Please send this form, fully completed and signed, to return@fhb.de for processing. You will shortly receive a return confirmation. Please enclose this with your parcel.** Unfortunately, we cannot process returns without the enclosed return confirmation and will return them unprocessed to the sender, subject to a flat-rate processing/handling fee. The parcel service provider UPS will collect the parcels booked for collection from you within the next 1–2 working days. For each parcel booked, the UPS courier will bring a pre-printed parcel label. Unfortunately, it is not possible to return more parcels than the number booked in advance. Only the confirmed items may be sent. We aim to process your return quickly and reliably. For this reason, and due to procedural requirements, you cannot send returns directly to our premises. We will charge a flat-rate service fee of 7.50 euros per parcel plus VAT for the return delivery. This will be deducted directly by us when we issue your credit note. Returns are generally made at the sender's own risk and liability. It takes our customer service team approximately 2–4 calendar weeks to process the return. We cannot, as a general rule, accept any unauthorised reductions or debits from an invoice based on a registered return. In the event of an unauthorised reduction or debit, this will result directly in the temporary deactivation of your customer account.

☐ We hereby accept the stated returns policy.

Date: _____ Surname, first name _____ Signature: _____

RETURN ENQUIRY

Please send this form, fully completed and signed, to return@fhb.de for processing.

FHB®

Article	Colour	Size	Quantity	Reason for return