



# RETURN DELIVERY NOTE

Name:	Order number:

**Note!** Please remember to fill in your name and order number on the above lines. Otherwise, the return handling process may be delayed.

Art. Nr.	Product	Delivered qty.	Return qty.	Return code

## Return instructions

At Outnorth you always get a 30-day money back guarantee on nearly all our products (does not apply to underwear, swimwear, or assembled products).

### 1. Fill out

Fill out this return form and pack it together with the product(s) you want to return.

### 2. Pack

Pack your product(s) carefully. Please, do not use the original product packaging, e.g., a shoebox or plastic wrapper, as the outer packaging. When you return a product, it should be returned in unused condition and in undamaged product packaging, with all labels and manuals included.

### 3. Send

Return your parcel to our return address given below. It is important that you write the address exactly in this format, not adding or removing anything. You'll have to cover the shipping cost yourself, and it is your responsibility that the item(s) arrive in good condition. Save the shipping receipt and tracking number until your return has been confirmed.

### 4. Inform us

Send a mail to our customer service at [info@outnorth.com](mailto:info@outnorth.com) with the following information about your return: Order number, shipping company, tracking number and - if available - tracking link.

#### Do you want to change color or size of a product?

Return your product according to these instructions and place a new order. Contact us afterwards if the price of your exchange product has increased in the meantime. We'll help you adjust your new order according to our exchange conditions.

#### Do you have any questions?

Please see our FAQ on our website or contact our customer service.  
Phone: +46 (0) 480 94000 | Email: [info@outnorth.com](mailto:info@outnorth.com).



## Return Codes

Enter in the "Return code field" above.

- |                             |                               |
|-----------------------------|-------------------------------|
| 1. Product was too big      | 5. Does not meet requirements |
| 2. Product was too small    | 6. Wrong product              |
| 3. Not happy with the fit   | 7. Delayed delivery           |
| 4. Not happy with the color | 8. Broken/damaged*            |

\*If option 8, please specify in the comments section below.

## Further comments

Return address

Outnorth AB  
John Bunyans Väg 2  
418 78 Göteborg  
Sweden

Phone

+46(0)480 - 94 000

E-mail

[info@outnorth.com](mailto:info@outnorth.com)

VAT-no.

SE556709734901

Org. no.

556709-7349