



## RETURN FORM

Date of Return: \_\_\_\_\_

Date of delivery: \_\_\_\_\_

Purchase ORDER NO: \_\_\_\_\_

INVOICE NO.: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

Please ship your items for return in its original packaging to the following address, with the original copy of this form, a copy of your invoice and a copy of your delivery receipt. Please see our Return and Refund Policy on the back of this page for details.

movisi™  
Wieslensdorfer Strasse 48  
74182 Obersulm-Eschenau  
Germany

### Invoice Address:

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Country: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone no.: \_\_\_\_\_

### Shipping Address (if different to invoice address)

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Country: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone no.: \_\_\_\_\_

### REASON for the return\* :

\*or circle the option that best describes your reason. We welcome all feedback on our service and products.

1. I ordered wrong items	2. Don't like style	3. Don't like colour	4. Don't like material	5. Expected something different
6. Incorrect items (movisi delivered wrong items)	7. items missing	8. Duplicate shipment	9. Defective: default on material	10. Damaged: item was delivered in damaged condition

### I WANT TO RETURN FOLLOWING ITEMS

You want to return your item(s)? No problem.

Please list the item(s) you are returning:

ITEM	QUANTITY	COLOUR	RATE	AMOUNT

Refunds for items returned within 30 days of the date you received the item(s) will be credited back to your credit card with which you purchased these products.

Signature \_\_\_\_\_

Date: \_\_\_\_\_



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## Our Return Policy

### Our 30-day returns guarantee

At movisi™ we want you to be delighted every time you shop with us. Occasionally though you may want to return items to us. So if for any reason you are unhappy with your purchase, you can return it to us in its original and unused condition within 30 days of the date you received the item(s). To take advantage of this 30 days return guarantee the items must be returned in their original condition and packaging.

There are two ways you can use our return policy. If you are not entirely happy with the purchase you can return the goods to us as specified above and we will credit you for the value of the items – provided they are in good condition. If however, an order is incorrect, damaged or defective (see our Refunds Policy below and at [www.movisi.com](http://www.movisi.com)), we will also credit you for the cost of transporting the goods, including return back to us. In the event we find no fault, we reserve the right not to refund you for the item/s.

If you are making a claim, we can arrange with you and our express courier service to collect the item/s from your home and organise for a replacement to be sent, again subject to inspection at our warehouse. Please go to our website [www.movisi.com](http://www.movisi.com) and arrange a “please call me back” service on our “contact” page so that we can arrange collection of the returning items with you. This is especially important if you are seeking a credit for cost of return.

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## Our Refunds Policy

### Refund of ITEM(S):

According to our Return Policy, we will issue a full refund for the price you paid for the item /s.

### Refund of DELIVERY costs:

Please note that you will be responsible for the costs of returning the items to us unless we delivered an **incorrect item** (if we sent you an item you did not order) or if the item is **damaged** (upon delivery) or **defective** (default on material). In case of incorrect, damaged or defective item(s), movisi™ will pay the return delivery costs only if you arrange collection of the items directly with movisi™ via our “please call me back” service.

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## How to send back the item(s):

Please use only the original packaging and the original “Return Form” (back of this page) and send it back together with the returning items, a copy of your invoice and delivery receipt to the following address:

movisi™  
Wieslensdorfer Strasse 48  
74182 Obersulm -Eschenau  
Germany

For your convenience and to save costs, we recommend that you arrange for movisi™ to collect your item(s); movisi™ will **arrange for collection** of the item from your residence at your cost. Let us give you a call to arrange collection.

Please note that we cannot accept returns if you deliver them to us by hand.

### What happens next ?

When you send your item back to us, we will process the returned item. You can expect a refund in the same form of payment originally used for purchase within 30 days of our receiving your return.

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None of the above reduces your existing statutory rights.