

Returns form

Your happiness is important to us. If you are still not happy with a photo product, we will replace it. Please return the product to us along with the completed form below. Once we receive your parcel, we will review your request and offer you a solution as soon as possible.

Please note that we can only consider complaints up to 10 days after receiving the parcel. If we expect an improvement in the new production, the faulty Bookfactory product will only be replaced **once**.

This is what you need to do:

1. Print off this returns form and fill it in carefully.
2. Return the faulty photo product together with the form and invoice to the following address (the postage costs will be credited back to you). Please use the Bookfactory packaging to return the product to comply with postal requirements.

Bubu AG
Bookfactory
Customer service
Isenrietstrasse 21
CH-8617 Mönchaltorf

3. Once we have received your returned parcel, we will get in touch with you.

Procedure for damage during transit: Unfortunately we cannot do anything about damage which occurs during transit. We therefore ask that, in such cases (e.g. the packaging is visibly damaged), you report this damage in transit to Swiss Post within eight working days. Swiss Post will contact us in the event of a replacement delivery. (www.post.ch/en)

Sender:

Name: Date:

Telephone number: Order number:

Reason for returning:

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| Please leave blank | | Customer | |
|---|------|----------|------|
| To | From | To | From |
| o | + | x | |
| <input checked="" type="checkbox"/> General: | | | |
| <input checked="" type="checkbox"/> | | | |
| <input checked="" type="checkbox"/> Cover: | | | |
| <input checked="" type="checkbox"/> | | | |
| <input checked="" type="checkbox"/> Contents: | | | |
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