

Please fill in this return form to help us process and refund your return correctly and quickly.

Order no: _____ Invoice no: _____ Mail ref: _____

Return code	Quantity	Style name	Color	Size

Return code

1. Too small
2. Too large
3. Damaged or wrong item delivered
4. Delay in delivery, changed mind or other

Name: _____

Date: _____

Signature: _____

RETURNS

We hope you will love everything you order from us, but if something isn't quite right, you have 30 days to send it back to us. To be eligible for a return, your items must be in the same condition that you received them, unworn or unused, with tags, and in their original packaging.

We charge a return and handling fee of \$15 per returned order, no matter the amount of returned goods.

To start a return, fill out the return form included in your parcel and send the items back to us using the pre-paid FedEx return label. You can also arrange delivery with a carrier of your preference directly to our warehouse at the following address: Molo A/S, Traneholmsvej 2, 2680 Solrød Strand, Denmark. Using a carrier other than FedEx or the pre-paid label will make you liable for all shipping costs, including customs fees.

Pack the returned goods securely to avoid damage during transport. Feel free to use the same shipping bag we sent you, as it has a resealable closure.

EXCHANGES

If you wish to exchange an item for another size or product, you must place a new order at our website and return the initially received items within 30 days, as described above. This way, you are ensured that the requested size or product is available.

REFUNDS

Once we have received and inspected your return, you will be notified and refunded on your original payment method within 2-3 business days. Remember that it can take time for your bank or credit card company to process and post the refund.

DAMAGED ITEMS

Please inspect your order upon receipt and contact us immediately if the item is inaccurate, defective, or damaged so we can evaluate the issue and make it right.

You can contact us for any return questions at webshop@molo.com or by telephone at +45 8888 4040 on weekdays between 6 am and 10 am (EST).