

Dear customer,

We process all returns immediately upon receipt. In order to facilitate quick processing, please fill out this form completely and enclose it with the return shipment.

Your return must be protected from damage using suitable shipping material. Please use a separate packaging box (such as the shipping box in which you received the delivery). The original packaging for the item may not be used as the outermost part of the shipment packaging!

You can easily fill out and print the return form on your computer, tablet or other suitable terminal device.

What order does this return belong to?

Order number	Order date	Your Cherry customer number

What items are to be sent back?

Item number	Quantity	Exchange? yes/no	Reason

Please enter as the **Reason** the number of the corresponding reason for return:

- | | |
|------------------------------|--------------------------|
| 1. Ordered wrong item | 5. Item not as described |
| 2. Wrong item delivered | 6. Other reason |
| 3. Defective/damaged item | 7. Transport damage |
| 4. Incomplete item delivered | |

Do you have any other comments about the return?

Procedure of the return

1. Step: Fill out the return form completely. Please pay particular attention to the correct order number. Only with these details can we assign your return to you unambiguously.
2. Step: Securely pack the items and enclose the completed return form in the package.
3. Step: Return the package to the following address:

Cherry E-Commerce GmbH
c/o dataform dialogservices GmbH
Feuchtwanger Str. 11
90574 Rosstal-Buchschwabach
GERMANY

4. Step: The return will be checked after receipt of goods and the goods will either be exchanged or the purchase price will be refunded as a credit note. The credit note will be issued according to the original payment method.

General information about returns

In case of a simple return, you will be responsible for the cost of the return.

We ask that you not arrange returns at our expense, as these will not be accepted and will be returned to the sender.

In case of complaints with "wrong item delivered" or "defective/damaged item delivered" as the reason, please contact us immediately. In these cases, we will provide you with a DHL shipping label free of charge.

We generally only replace items where there is a demonstrable material defect, that is, the item is defective or the wrong item was delivered. However, "defective" is not everything that is "broken". Improper handling can cause items to be "broken"; in such cases, we cannot replace affected items.

For returns, we recommend that you send the package with tracking, as we cannot accept responsibility for lost or delayed returns. Tracking also allows you to check at any time whether your return has reached our warehouse.

Please make absolutely sure to pack the goods securely for transport. A (full) refund cannot otherwise be guaranteed in the event of damage.