

Return Form - Service Contact

Tailwind Brands GmbH
Friedenstr. 16a
59199 Boenen
Germany

Hotline: 02307/1400120
E-Mail: info@tailwind-brands.de



Dear customer,

If you wish to return your order, please carefully fill out this form. Please state whether you would like to return, register a complaint, or ask for reimbursement. All data are optional, especially a reason for returning your order. Not providing the requested information has no negative consequences for your consumer rights. But incomplete data could delay the return process.

How to proceed

1. Contact Tailwind Brand Customer Service via Email, or hotline

The Tailwind Brand Service Team will clarify what to do. If needed, you will be provided with a DPD return label. With it you could return your order on our costs. It is not mandatory to get in touch with our customer service. But the initial contact would provide a quick and smooth return process.

2. Fill out Return Form

3. Pack the goods properly

Please make sure that all goods are 100% complete, hang-tags are still on the goods and, if possible, contain the original packaging. In any case, the goods should be adequately protected against transport damage. In the event of signs of usage, we may be entitled to charge for the resulting impairment. Please note the our cancellation policy.

4. Drop off at your local DPD Shop

You can find your local DPD shop here:
<https://www.dpd.com/de/en/pickup-paketshops/>

After we have received your return, you will be notified via email.

PLEASE NOTE: Additional costs for freight paid parcels are not

Manager
Marcus Voss

Commercial Register
District Court Hamm
HRB 8974

VAT-ID
DE 815660577

Please fill in

Your return for invoice number

Return Items

Reason for return

R/C/E*

_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □
_____	_____	□ □ □

*Legend: R = Return, C = Complaint, E = Exchange

Exchange request

Delivery address

If necessary, new ship to address for
exchange delivery

Only for Tailwind Brand Service Team

Received on:

Received by:
