

EXCHANGE AND REFUND AGREEMENT

Follow these three steps:

1. Make sure the returning product/s is in good shape and has not been used.
2. Make sure to cover the product and protect it before shipping
3. Fill out this form and make sure to attach it on the outside of the package in a plastic pocket.

Refund and exchange of Off-Pitch products

If there is anything wrong with the product you purchased or you are not happy with it, you can return the product and get a refund. If the item has been used, washed or not returned in the original packing, we unfortunately can not accept the returned product/s.

You can return any unused product for a refund within 14 days after you received it. If there is a production fail to the product we will also refund the customer even if the product have been used.

The product must have been purchased from our web shop and not from a retailer. We are not responsible for any lost shipping back to us.

We will refund the purchase price of the product to the Customer once we have received the returned product and can confirm at it's not been used.

This form must be filled out completely to ensure proper credit.

PLEASE SEND US THIS FORM BACK TOGETHER WITH THE RETURNING PRODUCT

Product Title: _____

Order Number: _____
(please see your order acknowledgment email for this number)

By Customer: _____
(Print Name)

Signature: _____ Date: _____

Email Address: _____

Reason for Return: Exchange product Refund

If exchange of product please specify what product you would like to exchange for:
- product name, model, size and other details if necessary:

Please return the product/s to this address:

Off-Pitch AS
Postboks 674 LOREN,
0507 OSLO
NORWAY