



Germany · since 1991

## RETURNS

### Right of return

You have the right to return the goods you ordered within 30 days of receipt. For further information on your right of withdrawal and the consequences of withdrawal, please see <https://www.online-pen.com/right-of-cancellation/>. If you would like to swap an item, please order the new item of your choice at [www.online-pen.com](http://www.online-pen.com). The return address for goods is:

ONLINE Schreibgeräte GmbH  
Retoure Webshop  
Moosweg 8  
92318 Neumarkt  
GERMANY

### What to do:

1. Complete the returns slip and enclose it with the return
2. Box the goods (please use original box if possible)
3. Go to <https://www.online-pen.com/return/> and print the returns label
4. Affix the returns label to the box
5. Take the parcel to a post office and make sure you keep the receipt

**Any questions about returns? Simply contact our service hotline: +49 9181 2596-94**

Firstname | Surname

Order no.

Address & House number

Customer co.

Zip Code | Location

State

Please enter the item and quantity of the returning item and the reason for returns (No. 1-7) here.

Item no.	Description	Price €	Quantity	Reason for returns
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Reasons for returns:

- |   |                         |   |                        |
|---|-------------------------|---|------------------------|
| 1 | I don't like it         | 5 | Too many items ordered |
| 2 | Item not as shown       | 6 | Delivery too late      |
| 3 | Item damaged/defective* | 7 | Other**                |
| 4 | Wrong Item              |   |                        |

\*Please describe defect

For the defective goods I would like

replacement

credit note

\*\*Please detail other reasons here