

Returns Form



What can we do for you?
(Choose one)

Exchange products e-Wallet credit



Pack the package with the returned product -
You can also use the original packaging



Do not forget to place
the form within the returnable package.

Address

MOUSOULIS
77, Taxiarchon str - 18120 - Korydallos
Tel. +30 2104970144 - sales@mousoulis.gr

Order No. WEB

Full Name

Phone Number

Date of Order

Items you want to return

SKU item: (The numerical code located on the price tag or on mousoulis.com under the product title)	Colour	Size	Exchange or e-Wallet	No.	Reason for Return Choose one or more reasons for return and write the number on the corresponding box
Product 1					1 - Different size - too small 2 - Different size - too big 3 - Different colour 4 - Wrong item 5 - I don't like it 6 - Looks different than the image on the website 7 - Other
Product 2					
Product 3					
Product 4					
Product 5					

In case you have a different reason for return, you may state it here:

New items you want

SKU item:	Colour	Size
Product 1		
Product 2		
Product 3		
Product 4		
Product 5		

Feedback

Is there anything you would like to tell us about our online store or the services you received from us?

Are there other Brands that you would like our online store to have?



Before you Return your order

Please, kindly ensure that returned products are in the state of new and unworn, with all initial packaging and price tags, as delivered to you. In the unlikely event of a used item, or returned in an unsuitable condition, we will not be able to proceed with your request. In such an event, the package will be delivered back and we will not bear any delivery costs.

You can read more about our Returns Policy on mousoulis.com/returns-policy-i82

How to return your order

Step 1 Complete the **Returns Form** (on the back of the page) with your customer information. In case of product exchange, for your best convenience, you are kindly requested to contact our Customer Service on sales@mousoulis.com in order to reserve the new item you want, to make sure it is still available by the time your package returns back to the store.

OR

You can register your return online via mousoulis.com. After your return has been approved, your e-wallet will be credited with the corresponding amount, so you will be able to use it in a future purchase. After your return has been approved, your e-wallet will be credited with the corresponding amount, so you will be able to use it in a future purchase. Please note that new items will only be dispatched after the returned items have safely arrived back.

Online Returns- instructions:

Sign in with your mousoulis.com account with your registered email and password. Then, go to “My Order History” and choose the order that contains the item you want to return. Choose the item, corresponding quantity and reason for return. Complete the online return process by clicking on “Return Products” on the bottom of the screen.

Step 2 Enclose the returns form within the package you want to return and forward back to us (MOUSOULIS, 77 Taxiarchon str, 18120 Korydallos, Athens, Greece). For safety reasons, we suggest that you use DHL or another delivery company that enables parcel tracking. Please contact our Customer Service beforehand to let them know on your intend to return an order and which company you wish to use.

Step 3 After your returned package has been successfully received we will proceed with one of the following (according to your request)

For orders paid via Paypal or via an express account (accounts without a set password), you are kindly requested to contact our Customer Service.

The price of an item is considered to be the one at the time of return. Kindly note that items on sale cannot be refunded.