

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

<u>SKU item:</u> (The numerical code located on the price tag or on mousoulis.com under the product title)	<u>Colour</u>	<u>Size</u>	<u>Exchange or e-Wallet</u>	<u>No.</u>	<u>Reason for Return</u> 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 color 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

<u>SKU item:</u>	<u>Color</u>	<u>Size</u>
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?



Read Terms & Conditions for Returns on the back of the page



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 to you and we will not bear any delivery costs. You may return the unwanted item(s) in 14 working days.

You can read more about our Returns Policy on mousoulis.com/returns-policy-i323.

How to return your order

Step 1 Complete the **Returns Form** (on the back of the page) with your customer information. In case of an exchange, you are kindly requested to contact our Customer Service on sales@mousoulis.gr 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.

Online Returns- instructions:

Sign in to 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 on sales@mousoulis.gr beforehand to let them know on your intend to return an order and which company you wish to use or ask for a DHL prepaid return label*.

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

- Credit your e-wallet for future purchases. If the new item costs less than your e-wallet credit, the remaining credit will still be valid for future purchases.
- Issue a refund.
- Exchange returned products with new ones.

***DHL Pre-paid Label**

We will send you an email with the attached Pre-paid Label and the whole procedure that you have to follow. Please keep mind that in case of a NON-EU orders, the **cost of this service and the cost of the Customs Clearance paper** will be deducted for your refund or e-wallet and the additional customs fees that may be raised.

******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.*