



RETURN FORM

Dear customer,

thank you for shopping at Timber&Jack. Your satisfaction is very important to us. If the product you received does not meet your expectations, please use this return form.

For further questions regarding returns, contact our customer service team at info@timber-jack.com.



CUSTOMER DATA:

First and last name

Order number

E-mail address

Invoice number



Pcs.	Item number	Article name	Reason

REASONS FOR RETURN:

1 - Article does not like, 2 - Article different than pictured / described, 3 - Article too big / too wide,
4 - Article too small / too tight, 5 - Article delivered too late, 6 - Defective article, 7 - Wrong article delivered

Thank you for your feedback.
Many greetings from the Black Forest.

*Your team from
Timber & Jack*



INFORMATION ABOUT A RETURN

Dear customer,

thank you for your order at Timber&Jack.

We hope that you like our products and that you will enjoy them for a long time.

In the case of a return, please note the following information:

RETURN INFORMATION

You have the right to cancel the purchase within **30 days** from receipt of the goods without giving any reason and return the goods to us. Please make sure that the articles are in perfect condition when you return them. We will not accept a return if an article shows signs of use or has been handled improperly.

Please proceed as follows when returning the product:

-  Fill out the return form and also enter the reason for the return.
-  Return the completed form with the items in the package.
-  Drop off the package at a shipper's store and return it to us with sufficient postage. Please keep the receipt of the tracking number until we receive the package.

The refund will be made via the respective means of payment within max. 14 working days after receipt and inspection of the goods by our external logistics provider.

Please send your return to the following address:

Ontaro
c/o Timber&Jack Retourencenter
Hüttenstr. 100-102
50170 Kerpen
GERMANY



Please note the following information, which results from the EU Consumer Directive in force since June 13, 2014:

- **Returns:** You are responsible for the cost of return shipping. Please only return packages that have already been paid for.
- In the case of **wrong delivery/defective items** we will send you a return label via Email.

CUSTOMER SERVICE CONTACT

If you have any questions about your order, please contact our team at info@timber-jack.com with your name and order number.