

# RETURN FORM – United Kingdom

Buyer: \_\_\_\_\_

**Panduro Hobby AB**  
SE-205 14 MALMOE  
Sweden

Order No: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

**Organization No.**  
556073-6356  
**VAT No:**  
SE556073635601

**Carrier**  
FedEx  
**Order Date:** \_\_\_\_\_

## Dear Customer!

Thank you for your order. We hope you will enjoy your products and wish you happy moments with creativity!

## Order Specification

Article No.	Description	Qty Delivered	Return Reason	Return Qty

## NOTES:

How to return:	Return Reasons	Contact us
<ol style="list-style-type: none"><li>Fill in this return form with appropriate return codes and quantity of returned items and place in the parcel.</li><li>Use the same packaging in which you received your goods or pack properly as you have the responsibility until we have received the parcel.</li><li>If you return flammable goods, make sure the packaging is clearly marked with the flammable symbol.</li><li>Deliver the return package at self-cost to your nearest Fedex delivery Point to: Panduro Hobby AB C/O NoWaste Logistics AB Mineralgatan 17 SE-254 64 HELSINGBORG. Sweden</li></ol>	<ol style="list-style-type: none"><li>The product did not meet my expectations.</li><li>Complaint Defective/broken/not complete item Always Contact Customer Care!</li><li>I regret this purchase</li><li>Incorrect delivery/product</li></ol>	<p>If you have any questions regarding your delivery or need help or advise, please contact :</p> <p><a href="mailto:customercare@panduro.com">customercare@panduro.com</a></p>

## Withdrawal and Returns

**Your legal rights:** When you buy goods from a business, in law you have a number of rights as a consumer. These include the right; of withdrawal for 14 days from the time you received your package, to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

**Our policy:** In addition to your legal rights, we also allow you 30 days full returns at self-cost if you simply change your mind. Notify [customercare@panduro.com](mailto:customercare@panduro.com) 30 days from receipt of your order. Members of *We are Panduro* always have 365 days full returns at self-cost.

We reserve the right to make reasonable deductions from the refund amount due to loss of value if you have used or damaged the product or packaging (this includes removing labels or similar from the original product).

**Complaint** The Purchasing Act's rules applies on your purchases

If your product is damaged or incomplete, please contact [customercare@panduro.com](mailto:customercare@panduro.com) along with a description and picture, clearly showing the issue. Always state your order number with your claim. If we consider the goods should be returned, Panduro will pay the return freight.

**Receipt** Your digital receipt has been mailed by Klarna to the same email address as your order confirmation. (This return form is not a receipt)

**Refund/adjustment of return** takes place as soon as the return is received, registered and handled by our warehouse. If you have paid by card or direct payment, the money will be deposited in the account. Upon return, you can also log in to Klarna.uk to see your transactions.

**Panduro Hobby AB**, 205 14 Malmö, Sweden  
**Visiting address:** Järnyxegatan 17, 213 75 Malmö  
**Delivery address:** Stenyxegatan 1, 213 76 Malmö

Phone: +46 (0)40 55 25 00  
Email: [info@panduro.se](mailto:info@panduro.se)  
[www.panduro.com](http://www.panduro.com)

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