

Return and change form

First name _____ Last name _____
Address _____
Address 2 _____
Postal code _____ City _____
Email _____ Phone no. _____
Country _____ Account (IBAN) _____

For all returned products I want to have compensatory product(s) or payment return. (Check correct option).

Order number: _____

Product code	Product name	Product price	Why do you return the product?

INSTRUCTIONS FOR PRODUCT RETURN

You have a right to return the products within 14 days. If you wish to return or exchange an order contact us by email to: info@viaminnet.com. Tell us why you want to return the product and would you like to have a compensatory product or the payment return.

After contacting us download Return and change form from <https://viaminnet.com/delivery-terms/>, fill in Your contact information, account number for the possible payment return and would you like to have a compensatory product or the payment return to the form. Fill in the form your order number and the information of the product(s) you want to return with reasoning. After you have filled the return form, you can send the product and filled form to: Viaminnet, Mariankatu 10, 00170 HELSINKI, FINLAND.

The customer is responsible for the return’s shipping fees. If you picked up the product from the store, you should return the product back to the store.

Viaminnet compensates the product to your account once it is received. The product you are returning has to be unused and in its original packing. Remember to return all the parts of the product. If you have bought the product with an invoice, you have to pay it, and we will compensate it to your account. The additional invoicing fee (2,95€) must be paid even when you return all the items on your order. The invoicing fee won’t be compensated to your bank account

The user cannot return products that have been customized based on customer’s needs.