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## **Returns Instructions**

Patrick - 2025-11-20 - Return / Refund / Warranty

Authorised\* return within the 30-day right of return or under warranty:

- 1. Make sure your return is in perfect condition and ideally in the original packaging.
- 2. Print out this document (PDF download top right)
- 3. Fill in the details as accurately as possible and place this consignment note in the outer box.
- 4. Pack the products to be returned properly for transport.
- 5. Create a free return label via one of the following shipping partners/links:
  - Returns from the UK: Request it from us via email at <a href="mailto:store@eleonto.com">store@eleonto.com</a>
  - $\circ$  Returns from Germany, France, Italy, Netherlands, Belgium, Poland: <u>DHL</u>
  - o Returns from Austria: Post
  - o Returns from all over Europe: GLS
- 6. Stick the return label on the outside of the outer box
- 7. Take your return to the relevant shipping partner and ask them to confirm that the product has been accepted.

Which option do you prefer?
$\square$ Refund of the purchase price paid (not for warranty cases)
□ Replacement delivery / exchange
We would be very grateful if you could let us know why you are returning your order:
$\square$ I don't like it or something else
$\hfill\Box$ Does not match the online product description
□ Too expensive
$\hfill\Box$ Defective Please state the reason here:

\*Unauthorised returns will be returned to the sender's address and charges will apply.