



Returns slip

Dear Customer,

In the event of your returning goods please fill out this returns slip and state clearly whether you would like to exchange the goods, make a complaint, have a refund, etc. Not filling out the form at all, or only in part, has no negative impact on your consumer rights, for example, your right of return. All information provided is voluntary, in particular the reason for your returning the goods.

Procedure for sending goods back:

1. Fill out the returns slip

2. Pack the goods properly

Please ensure that the goods are 100% complete and as far as possible contain all the original packaging. The goods must be sufficiently protected against damage during and by transport. We expressly draw your attention to the fact that in the event of there being traces of usage we are entitled to charge for the resulting diminished value. In this context please consult the information in our general terms pertaining to right of return.

3. Mail the package

Please call our customer service telephone: + 49 (0)89-179 197 53 or please send an e-mail to: customerservice@nymphenburg.com. We will send you the phone number of the firm collecting the goods and our relevant customer number. The firm collecting the goods arrives and fills out the transport slip. Under "Dispatch costs payable by" please enter "Recipient".

Your return for invoice number _____			Address for returned goods: Porzellan Manufaktur Nymphenburg Nördliches Schloßrondell 8 80638 Munich, Germany Service phone no.: +49 (89) 179 197 53 Mon. – Fri. 10 a.m. – 5 p.m. customerservice@nymphenburg.com
Article returned	Reason for return	W/R/U*	
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	
*Key: (R) = Revocation, (C) = complaint, (E) = exchanged			For internal purposes Porzellan Manufaktur: Received on: Processed by:
Exchange requested: _____			

Your bank account details:		Outside Germany:	
Account no.: _____		IBAN: _____	
Bank sort code: _____		SWIFT: _____	
Bank: _____			
_____		_____	
Place/date		Signature	