



# Return Merchandise

Please fill in the form completely and place a copy of the invoice in the package. Thank you!

PureNature GmbH  
324/326 Regent Street  
Office 404, 4<sup>th</sup> floor  
W1B 3HH London

**Phone** 0800 – 121 73 30  
**Email** info@purenature24.co.uk  
**Internet** www.PureNature24.co.uk

Customer Number \_\_\_\_\_ Receipt Number \_\_\_\_\_

Return to:

Freepost SPG0016/DE  
PureNature  
Greenford  
UB18 8DE

## Return Information

Please pack the item/items as well as possible with sufficient packing material in an outer carton to avoid damage.  
Attach the parcel sticker to the outside of the carton and bring the parcel to the next poststation.

If you have any questions we are always happy to help. Dial 0800 – 121 73 30 and contact our customer service.

## Consignor

Name \_\_\_\_\_  
Street \_\_\_\_\_  
ZIP/City \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Returned Merchandise:

Item No	Description	Pcs	Reason	Solution	Internal
12345-01	Example ABC	1	1	21	

## To be filled in by PureNature:

Received \_\_\_\_\_  
Inspected \_\_\_\_\_  
Booked \_\_\_\_\_ Date \_\_\_\_\_

## Important Information

We ask that you please do not enclose any new orders in this return shipment since it is a separate procedure. Please visit our online shop or contact us personally for new orders. We are always happy to help you. Thank you.

## Reason of the Return & Solution

### Reason for Return

- 1 Product is damaged
- 2 False product / size delivered
- 3 Quality is not what was expected
- 4 Merchandise arrived too late
- 5 Incompatibility
- 6 Does not suit my requirements

### Proposal for Solution

- 20 I would like a new delivery
- 21 Please credit my account
- 22 I will deduct the amount from the invoice
- 23 Inspection & Repair

Reason for return (additional information) for example what type of damage or defect:

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