

Fill out this return form and check the appropriate box to indicate whether you've changed your mind about your purchase, if it's a complaint, or if the item you received differs from what you ordered.

Order no: _____

Name: _____

E-mail: _____

In case of complaints, mail ref. # _____

Changed my mind. Please specify the number of items you are returning: _____

Complaint. Please specify:

QUANTITY	SIZE	STYLE NAME	COLOUR	ERROR REASON

ITEMS TO BE: REFUNDED EXCHANGED

Wrong item delivered. Please specify:

QUANTITY	SIZE	STYLE NAME	COLOUR	ERROR REASON

RETURNS

If you regret your purchase, you can return the items within 30 days, provided they are in the same condition as received, unused, with intact labels and in the original packaging.

Please fill out the return form enclosed with your package and return the items to us using the prepaid return label provided. We charge a \$19 return and handling fee when you use the return label, regardless of the number of items returned.

Alternatively, you can arrange your own shipping with a carrier of your choice. Please ensure that packages are delivered directly to our warehouse at Molo A/S, Tranholmvej 2, 2680 Solrød Strand, Denmark. Avoid sending packages cash on delivery, to parcel shops, or without delivery, as these will be returned unclaimed.

If you choose not to use the prepaid return label, you will be responsible for covering all shipping costs, including customs fees, and we still charge the returned order with the pre-mentioned return and handling fee.

EXCHANGES

If you wish to exchange an item for a different size or product, you must place a new order on our website and return the item you originally received within 30 days, as described in the returns section.

COMPLAINTS

Please inspect your order upon receipt and contact us immediately if the item is inaccurate, defective, or damaged so we can evaluate the issue and correct it.

REFUNDS

Once we have received and inspected your return, you will be notified and refunded on your original payment method within 2-3 business days. Remember that it can take time for your bank or credit card company to process and post the refund.

You can contact us for any return questions at webshop@molo.com or +45 8888 4040.