

Return slip **(Please enclose with the return.)**

Please note:

Washed or used goods cannot be returned.

In the event of a complaint or incorrect delivery, please ALWAYS contact us. In the event of a defect, please send us a photo of the defect by e-mail and we will get back to you.

We will cover the costs for returns within Germany. In this case, please use our DHL returns portal.

If you do not use the returns label to return the goods or if you wish to return goods from outside Germany, you will be responsible for the costs of returning the goods yourself.

Please do not return any goods to us freight collect. We will deduct the costs of a freight collect shipment from the refund amount.

Return address:

Minzze GmbH – Retoure | Niederkircher Str. 12 | 54294 Trier

Customer name:

Order number:

Number of returned items:

Please tick the reason for return:

The goods are defective (please contact us beforehand).

The goods will be returned: We will refund your money.

Exchange:
We will refund your money, please order the item you want in the online store.

In case of refund:

Provide us with your bank details if you have paid by cash, instant bank transfer or prepayment.

IBAN:

Description of the defect / message to us: