

## Return Form

Order number : \_\_\_\_\_ Ordered on: \_\_\_\_\_ Received on: \_\_\_\_\_

Product name : \_\_\_\_\_

Buyer name : \_\_\_\_\_

Buyer address : \_\_\_\_\_

\_\_\_\_\_

Place, Date : \_\_\_\_\_ Signature: \_\_\_\_\_

**Please choose from the following three options:**

**Revocation, reimbursement of purchasing price, or**

**Exchange, product value of substitute product differs from returned goods**  
(please order the desired product now or after the reimbursement through our online shop)

Please give us your bank details :

Account holder : \_\_\_\_\_ Bank: \_\_\_\_\_

IBAN : \_\_\_\_\_ BIC: \_\_\_\_\_

SWIFT Code : \_\_\_\_\_

**Details of reasons for cancellation** (please tick all applicable boxes so that we can use your feedback to improve):

I will order another model/ another colour, or have already ordered one

The bag is too large

The bag is too small

Shoulder strap uncomfortable

Leather colour different from anticipated colour

I have noticed a defect. If applicable, what is faulty? \_\_\_\_\_

Do not like the making of the product. If applicable, what is it that you don't like? \_\_\_\_\_

Other reasons: \_\_\_\_\_

**Exchange, product value is equivalent to the value of returned good/s:**

Name of substitute product: \_\_\_\_\_

(please be aware of the delivery times in our online shop; these are substantial for the exchange)

\_\_\_\_\_

**Please use this address for the return:**

**GRUZZE**

*The Orion, 09-05,*

*Jalan Tun Razak, Kuala Lumpur, 50300*

**MALAYSIA**

As stated in your ordering process, you need to pay the costs for the return of goods in case you do not like the product.

We recommend to ship the returned goods with a tracking number.