Return address

David Lackner - 2025-11-21 - Returns

The exact delivery address to which you should send the return is already written on the returns sticker.

The return note must be placed in the parcel and the return sticker must be attached to the outside of the parcel so that it is clearly visible. Returns without a return note will not be accepted and will be returned to the sender immediately.

If you want to return your order at your own expense or with your preferred shipping service provider, please request a certificate of return from Customer Service via ticket, which will be included in the package. Open ticket here

Please also include a brief description of WHY the product is being returned.

If the product is defective, please also include a brief description of the defect.

Returns to any other address will not be accepted and will be returned to the sender.

Please also note our return policy.