

IN-CA RETURN

RETURN OF GOODS

The provisions of the Danish Sale of Goods Act are applicable to products you purchase from us as a consumer. This means that you have a 24-month warranty. If your goods are non-conforming or we have delivered the incorrect goods, please contact our Customer Service. If you notice the non-conformity or incorrect goods at the time of delivery, you should refuse to receive the goods.

IN-CA checks all products before dispatching them. If your product is defective, or we have supplied the wrong products, we recommend that you use the return slip supplied with your order. Please fill in this return slip and return it with the product. If you are already aware of the defect, etc. when the carrier attempts to deliver the product, you should refuse to accept it.

In case of non-conforming goods or incorrect goods, you can have the product repaired or replaced, get your money back or receive a price reduction, depending on the situation in question.

When contacting Customer Service, you will be asked to provide the order number, possibly the goods/item number, and to describe what is wrong with the goods etc. You must submit your claim within a "reasonable time" after discovering the problem. Your claim will always be considered timely if you submit it within two months of discovery of the problem. You are not liable for any costs relating to the return of a defective or incorrect product.

We will refund your (reasonable) shipping costs if the claim is justified. The product must always be returned in proper packaging. Remember also to get a receipt when sending the product so that we can refund your shipping costs.

If you have any questions, please feel free to contact our Customer Service at inca@f-engel.com.

RETURN FORM

Please fill in below fields:

Order no. (to be found at your delivery note)	
Name	
Street	
Zip code / City	
Phone	
E-mail	

GOODS FOR RETURN/COMPLAINTS

Please help us by fill in one of below codes for each product you return:

1. Size is too big
2. Size is too small
3. Does not meet my expectations
4. Fiting is wrong
5. Defect after wash - e.g. shrinking. Please describe the defect and how you have washed the garment.
6. Incorrect garment delivered
7. Others - please describe below.

Article no.	Code	Replacement size	Comments

Trousers returned must be sent to the following address using the GLS label attached to your order:

IN-CA
 Sverigesvej 11, gate 4
 6100 Haderslev, Denmark
 Att.: Retur