



## Returns form

Your satisfaction is important to us. If you are still dissatisfied with a photo product, we will replace it. we will replace it. Please complete and return the product and this form. After receipt we will check your request and make you a proposal as soon as possible. as soon as possible.

Please note that we can only consider complaints up to 10 days after receipt of the consignment. can consider. If we expect an improvement in the new production, the defective product will be replaced by Bookfactory will replace the defective product **once**.

### And this is how it works:

1. print out this return form and fill it out carefully.
2. send us the defective photo product with the form and the invoice to the following address (the postage will be credited to you). To return the product, please use the Bookfactory packaging, this is postage compliant.

**Bubu AG**  
**Bookfactory**  
**Customer Service**  
**Isenrietstrasse 21**  
**CH-8617 Mönchaltorf**

3. we will contact you upon receipt of your return.

**Procedure for postal damage:** In the event of damage caused by transport, please contact our customer service department within 8 working days. We will forward the damage to Swiss Post and ensure your satisfaction.

Please send us photos of the damage and packaging within this period so that we can guarantee you a flawless service.

Thank you very much!

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	Reason for returning:
Name: .....	.....
Date: .....	.....
Telephone number: .....	.....
Order number: .....	.....
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