

# MARINEPOOL

*spirit of the ocean*



Marinestore 2000 GmbH | Lena-Christ Str. 44 | 82152 Martinsried | Germany  
Tel. +49 89 899 61950 | [order@marinestore.de](mailto:order@marinestore.de) | [www.marinestore.de](http://www.marinestore.de)

## Thank you for shopping in the Marinepool online shop.

If you are not satisfied with your purchase, we give you the opportunity to return the received items free of charge within 14 days. The period ends on the day the parcel has been shipped. We will try to process your request as quickly as possible.

In case of your statutory right of withdrawal according to §§ 355 and 312g BGB, please also use this form. The two-week revocation period begins with receipt of our order confirmation by email.

## Returns and requirements for exchanging or refunding purchased prices

To make your online shopping experience pleasant, the Marinepool online shop offers a simple return procedure. Please follow these steps:

1. We expressly point out that the items must be undamaged, clean, in the original packaging and with all attached labels and tags. If an article is not in its original condition, we will send it back to you at your costs.
2. It is allowed to use a smaller package in order to save shipping costs, as long as this does not affect the goods.
3. Please complete your data in the return form (backside) and enclose this form with the return. Otherwise there may be queries or delays in shipping processing.
4. Please use the enclosed return label and take the shipment to the nearest post office. Shipping is free. If a return label is not included with the package, please contact [order@marinestore.de](mailto:order@marinestore.de)
5. After a complete check, we will refund the amount of the returned goods within 14 days.
6. We refer to our general terms and conditions at [www.marinestore.com/agb](http://www.marinestore.com/agb)

## Step One: Your contact details

Customer number: \_\_\_\_\_  
Order number: \_\_\_\_\_  
Name: \_\_\_\_\_  
First name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Postal code, city: \_\_\_\_\_  
Telephone number: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

The amount of your return will be refunded to your account using the same payment method as the order.  
In the case of prepayment or cash on delivery, please specify IBAN & BIC as follows.

- Pre-Payment  
 Cash on delivery

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

Please take note of our data privacy declaration ([www.marinepool.com/data-privacy](http://www.marinepool.com/data-privacy)).

## Step Two: Return items

Article number	Article name	Color	Size	Quantity	Cause*

For cause 8, please indicate where: \_\_\_\_\_

\* Cause 1: too big | 2: too small | 3: Cut / shape does not fit | 4: don't like | 5: Item ordered for selection | 6: Quality does not meet expectations | 7: Wrong article delivered | 8: Complaint (e.g. material defect)  
When changing sizes, please go to step three.

## Step three: If you would like to change the size of the item

A size exchange can only be made with the same item, provided it is available.

Article number	Article name	Color	Size	Quantity	Others

If you have any questions, please call us: +49 (0) 89-899 61950 or email [order@marinestore.de](mailto:order@marinestore.de) We are available for you Monday to Friday from 9 a.m. to 4 p.m.