



tinekhome

Dear Customer,

Thank you for your interest in Tine K Home.

This return receipt is mandatory in all cases of returns or claims of products from Tine K Home. Remember to tick off the right box. The return leaflet is necessary to conduct proper administration. All products can only be returned together with the return receipt and to the following address only:

**Tine K Home I/S**  
**M.P. Allerups Vej 45G**  
**DK-5220 Odense SØ**  
**Denmark**

**Regarding returns**

There is always a 14 day return policy on all our products. The goods must be returned within 14 days of receipt. The buyer pays for the return cost.

Should the item disappear during the return shipping, Tine K Home will not be responsible for the expenses. The refunding for a returned item will be on the customer's account within 10 days.

If an item is requested in a different color, size, or other, compared to the delivery, a new order has to be placed in the online shop.

**Regarding complaints**

Should you unexpectedly receive a product with a defect, a lack of some kind, or should the goods not correspond to the submitted invoice, please contact Tine K Home as soon as possible at [shop@tinekhome.dk](mailto:shop@tinekhome.dk). Please enclose a photo of the product. If the complaint is confirmed via email, Tine K Home will carry the costs related to the delivery of substitute goods. Should the goods no longer be in stock, the amount paid will be credited within 10 days

If the complaint is confirmed, a personal ID no. will be enclosed in the e-mail from Tine K Home. The ID no. is important to note on the below return receipt to make us able to identify your complaint.\*

Please note: if the goods are returned because of a complaint and this claim is not confirmed by Tine K Home via e-mail, and if the complaint cannot be confirmed, the buyer carries the cost of the return shipment.

All products in the online shop are covered by the Danish Sale of Goods Act rules for 24-month warranty. The warranty means the buyer can complain about the deficiencies of the product within 24 months after purchase.

**Contact**

You are always welcome to contact us via email: [shop@tinekhome.dk](mailto:shop@tinekhome.dk) if you have questions regarding this procedure.

## Return Receipt

Please fill in the return receipt before returning the goods to Tine K Home. Remember ID no. from Tine K Home.\*

Product name:	Return <input type="checkbox"/>	Complaint <input type="checkbox"/>
Reason for the return:	ID no. from Tine K Home:*	
Name:	Date:	
Address:	Zip code/City:	
Phone:	Cell:	Email: