

Return

You want to send back one or more purchased item(s)? No problem, simply use the following instructions.

With a few clicks you get your return on the way - no matter whether it is a cancellation, a complaint, a transport damage or wrong delivery.

Process of your return shipment

1. Please use the first link below in order to open the return advice note, print it out and fill it out completely.
2. The 2nd Link below will bring you to the return portal from DHL for your selected country. Just fill out all mandatory fields and click on "send". After a few minutes you will receive the return label as PDF attachment to your provided email address. Print it out and put it on the package.
3. The return process will start 2-3 working days after receipt of your shipment. Once we have started the processing, you will receive an email confirmation on the same evening.
4. The return will be handled depending on the choice you made on the return form and in accordance with the applicable law regarding the withdrawal period and/or the implied warranty. Within this 1-months withdrawal period you will receive a refund. If you don't want to withdraw your order, we can also arrange a subsequent delivery depending on the stock situation at our warehouse. After this withdrawal period we will forward the product to the Service Center in charge of the manufacturer for repair. Please be aware that a repair can take up to 5-6 weeks.

[Return Advice Note](#)

[DPD – Returns Portal](#)