

SUPERNOTE Europe

RETURN FORM

Important

If you return an item purchased from us within **14 days** of receipt of that item, then you are entitled to a full refund after checking. Your refund will be issued using your original payment method. Return shipping charges have to be organized and paid by you.

Required Customer information

Invoice Number

Order number

Invoice Date

Reception Date

First Name

Last Name

Email

Phone Number

Required Product information

Product

Device Serial Number

Return Reason

- Retraction Error Item Not Suitable
 Broken Item Other _____

Damage

- No Yes

If Yes _____

Reason for return

Date :

Signature

Item returned in the shipment

- Supernote device Pen Cover

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What is the return policy ?

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What is the exact address for the return ?

Our address is : Wannanote SAS ZAE la fossette 5 rue Philippe Lebon 14440 Douvres la Délivrande France Please download the following document to return your parcel

Should I pay for the return cost ?

As you will be paying for the return cost, you can use the courier company of your choice, but we recommend that you use one, which provides you with a tracking number. As the parcel remains your responsibility until it arrives back to us, make sure that you get proof of postage in case you need to later inquire about your return. If you return a product from the UK, Norway or Swizerland, make sure you indicate « returned product » for the customs.

When do I expect the refund ?

All items are inspected on return. In order to receive a full refund, all items must be returned to us unworn/unused and in the same condition you received them. This includes the original packaging. As soon as the control is OK, we will proceed with the full refund Do you refund the VAT or duties if I return something ? We do a full refund on what you paid on our website. We cannot refund any VAT or duties you would have paid in your country.

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