



## Sending products back – this is how it works

The **14-day right of withdrawal** without giving reasons also applies in our Online Shop.

You want to return the products? This is how it works:

For **free return shipping**: Send us an email to **retouren@010digital.eu**

*(Currently, we can only offer you **our logistics partner GLS** as free return shipping)*

1. Use the following slip as a return form and give us your delivery bill or order number

Delivery note or order number: \_\_\_\_\_

*(At best, include your delivery bill with the package)*

2. Pack your return items. Feel free to use the cardboard box you received from us.  
Please enter the following return address as the recipient for the return:  
**010digital GmbH, Flurweg 11, 82402 Seeshaupt, Germany**
3. Take the package to a parcel service of your choice (in the case of a free return shipment to the nearest GLS parcel store).
4. Place a delivery order with tracking ID (Please note: Keep the receipt with the shipment number for any queries).
5. You do not have to do anything more! On the day we receive your return, we will refund you the full purchase price according to the goods received via the payment method you used at the time of purchase.

### Still questions about your purchase?

We at 010digital hope to find a solution for you. It is important to us that your personal concern is resolved. Please contact us:

- E-Mail: **service@010digital.eu**
- Telefon: **+49 8801 9119-030**

### Your feedback - our hope!

We want to get better! Please include this sheet in your return and tell us.

Here is the reason why you are returning your parcel (optional information):

- |   |  |
|---|--|
| <input type="checkbox"/> I don't like the look.       | <input type="checkbox"/> The item does not work properly / has a defect. |
| <input type="checkbox"/> It's too complicated for me. | <input type="checkbox"/> I don't want to give any details.               |
| <input type="checkbox"/> It doesn't do the function.  |  |
| <input type="checkbox"/> Other: _____                 |  |