

Return form

Please fill out this form in case you wish to return or exchange your ordered products. The return form must be sent along with the products you wish to return within 30 days of receiving your order. You can send the package to the following address:

BERTONI AARHUS
Søndergade 24
8000 Aarhus C
Denmark

All price- and other labels must remain on the returned products and must be returned in the original package. **Please notice that you are responsible for any return costs, unless otherwise has been agreed upon with our customer service.**

You are welcome to exchange or return your order in all Bertoni stores by bringing the products and your receipt.

Get your money back

Fill out the return form below and cross out "Money Back." Upon arrival to Bertoni, we will refund your money to the credit card you used, when you ordered with us. Please be patient. It may take up to two weeks before the refund has been completely transferred to your account, depending on the type of credit card.

Exchange to a new size

Please fill out the return form and note what size you wish in return. We will send the wished size within 5 working days from receiving your returned products. If we no longer have the size in stock and cannot acquire it for you, we will refund you your payment to the credit card you used when purchasing the order. You will be notified in any case.

Exchange to a new product

If you want to exchange to a new product, you need to fill out this return form and cross out "Money Back" and place a new order on our webshop. We will refund your money to the card you used when placing the original order. It may take up to two weeks before the refund has completely transferred to your account, depending on the type of credit card.

Complaint

If you experience any difficulties, errors or missing items, you should contact customer service on customerservice@bertoni.com or by phone: +45 8755 5555. Please remember to inform us of your order number, so we may serve you quicker.

I received the wrong product

If we by mistake sent you the wrong item, please contact us by mail: customerservice@bertoni.com or by phone: +45 8755 5555. Please remember to inform us of your order number so we may serve you quicker.

Name:

Email:

Order no.:

Return reason:

Phone:

Return items

Item no.:	Product type	Exchange to size	Money Back
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Item no.:	Product type	Exchange to size	Money Back
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