



## Return form

Thanks for shopping at Zerocshoes.com.

If you are not entirely satisfied with your purchase, we're here to help.

Please, fill out the requested information below to help us process and refund your return correctly and quickly. You can find this information in the shipment- and/or order confirmation sent to you by email. Put this return form in the parcel together with the product(s) you wish to return.

Order no: .....  
Customer name: .....  
Order date: .....  
Email address: .....  
Signature: .....

### Exchanges

If you wish to change to a different size or model, please place a new separate order through our website. Shipping is free.

Return code	Article no.	Size	Comments

### Return reason codes:

- 1 = too small
- 2 = too big
- 3 = not what I expected
- 4 = delay in delivery
- 5 = wrong product delivered
- 6 = changed my mind



## To initiate a return, please complete the following steps:

1. Fill in the enclosed return form and put it inside the package together with the items.
2. Paste the return label on the outside of the package. The shoebox shall not be used as outer packaging when sending the goods, otherwise you run the risk of the return being refused.
3. All goods must be returned unused, together with original packaging, in the same condition as when delivered to you. Please make sure your return package is packed and sealed securely.
4. Deliver the package at your nearest post office and ask for a receipt.

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### Right of withdrawal

You have the right to withdrawal from the purchase within 14 days, without having to give a specific reason for cancellation. The right of withdrawal expires 14 days after receiving the product. Should you wish to use the right of withdrawal, please inform us of your decision to cancel the purchase.

ZDC Footwear AS, Solbråveien 23, 1383 Asker

Email: [post@zerocshoes.com](mailto:post@zerocshoes.com)

If you cancel the purchase, we will refund your costs including the cost of delivery (with the exception of any additional charges due to choice of using different delivery method than the standard delivery method we use) without unnecessary delay and at latest within 14 days of receiving cancellation notification and/or product is received ZDC Footwear AS. Refund will be made by the same payment method as originally used, unless otherwise has been agreed upon. In any case no extra charge will be required as a result of the refund.

We have the right to withhold the refund until the product is received, or until documentation of returned product has been given.

Return the product without unnecessary delay and in any case at latest 14 days after withdrawal notification has been sent.

Use the enclosed return label and fill in the enclosed return form before you post the parcel. Pack the item securely in original packaging and keep the proof of posting as documentation if needed. ZDC Footwear AS will cover the cost of return of the product, however any additional costs concerning the return is to be covered by you.

Where goods are returned according to the right to cancel, any diminished value of the product resulting from the handling of the product other than what is necessary to establish the nature, characteristics and functioning of the product, may be claimed by ZDC Footwear AS as compensation.