



Return form

You have **14 calendar days** from the date you receive the product to request a refund. You can send the item to our **Returns Department**. Please send the product you wish to return in its original packaging. Remember that the same product could be purchased by another customer, so **it is essential that it be returned in perfect condition, unworn and just as you received it.***

How do I return a product?

Print and fill out this form. Place the product in a **protective box or other suitable package** so that it reaches us in perfect condition (you can use the same box in which you received your order). Don't forget to include **the completed return form** in the box. Send us the package to the address provided below.

If you have received the wrong product, or if there is some defect with your order, please contact us before sending it back. You can do this via the contact form on our website or by phone.

Contact information

Order number -----
Email -----
Full name -----
Phone -----

Reason for return

- It doesn't suit me or isn't my size.
- It isn't how it looked in the photo.
- There is a defect in my order. Please, describe it:

- Other. Please tell us your reason::

Your refund will be credited to the **same payment method you used** to place your order a few days after receiving the refund receipt in your email..

Shipping address:

QOOQER
Att. Returns Department.
C/ Mayor 33. 44640 La Codoñera (España)

When sending us a return, you must use a postal or courier service. Our Customer Service department may request the tracking number for your shipment to verify its arrival at our facilities.

Contact:

<https://qooqer.com/ayuda/>

Tel. (0034) 611 433 091 (10:00 –14:00 CET)

* When making a return, keep in mind that it will be refused if the product has been used or shows signs of wear. The return will be refused if the box or original packaging in the case of shoes or similar items is damaged (written on, taped, or tag altered). If the order came with stickers or other promotional material in the package, these should be included in the return.