

EXCHANGE/RETURN/CLAIM FORM

FIRST AND LAST NAME:

PHONE:

Product for Exchange/Return/Claim	Exchange, return or claim form? <i>Mark appropriate field</i>			What happened? <i>Enter the reason code (listed below)</i>	Would you like to exchange the item?
	Product name	Exchange	Return	Claim form	Reason code
1.					
2.					
3.					
4.					
5.					

Reasons:

- | | | |
|------------------------------|------------------------|-----------------------|
| 1. Dissatisfied with quality | 5. Didn't like fabric | 9. Gift return |
| 2. Wrong size | 6. Didn't like color | 10. Damaged/defective |
| 3. Did not fit | 7. Multiple sizes | 11. Other |
| 4. Not as pictured | 8. Incorrect item sent | |

The refund will be credited to the bank account from which the payment was made or to the credit card used to make this purchase. If you used the Pay on Delivery option, please provide the number of your bank account below. We can also issue a store credit to be used for further purchases.

Account number:

Store credit

INSTRUCTIONS:

1. If you would like to make a return/exchange/claim, please contact our Client Services at +48 533 319 911 or by email at client@mostrami.pl
2. Please fill out the required fields and choose a reason for the merchandise return so that we may better serve you in the future.
3. If this is a damage claim, please provide a reason for your claim.
4. If you are returning merchandise from outside of Poland, please send it to:
 Mostrami Sp. z o.o.
 ul. Duchnicka 3, building 4,
 01-796 Warsaw, Poland
5. For domestic returns, please provide DHL with following address:
 MOSTRAMI LCC
 ul. Duchnicka 3, building 4,
 01-796 Warsaw, Poland
 and the payee number, which you can obtain by contacting our Client Services at: (22) 692-40-08 or +48 533 319 911

Each MOSTRAMI.pl purchase can be returned within 14 days of receipt provided the item is returned in its original condition.

If you have any questions or concerns please contact our Client Services at +48 22 692-40-08 or +48-533-319-911
 *For call outside of Poland international charges may apply as specified by your service provider.