

## RETURN POLICY

Document last updated: 01/2024

### Dear customers,

In order to be able to process your returned items in the fastest and best way, we kindly ask you to follow our return policy.

- Goods can be returned **within 3 months starting from invoice date.**
- Every return **must include the corresponding invoice or delivery note number(s)** - The best is: a copy of a delivery note or of an invoice. Return shipments without any delivery note number or invoice number will get a deduction of five percent.
- The return address is:

GREIFF Mode GmbH & Co. KG  
**Retoure>Returns**  
Memmelsdorfer Straße 250  
96052 Bamberg  
GERMANY

- Do you want to **replace items**?  
Please send goods as return back to us and send a new order apart from that.
- Are you sending **more than one parcel**?  
Please number the parcels consecutively on the outside of the parcel (e.g.: 1 from 3; 2 from 3; 3 from 3) and mark the parcel where we can find the delivery notes.
- We will charge the following administration fees for processing the returned items:

<b>New packaging:</b>	<b>Costs</b>
New foil bag	1,50 €/Piece.
New package (EXQUISIT chef's jacket)	2,50 €/Piece.
New hangtag	2,50 €/Piece.
<b>New folding and new packaging:</b>	<b>Costs</b>
Shirt, blouse	5,00 €/Piece.
Chef's jacket, chef's trousers, knitwear, shirts	2,50 €/Piece.
Chef's jacket with package (EXQUISIT chef's jacket)	4,50 €/Piece.
Aprons, accessories	1,50 €/Piece.



# GREIFF

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The ironing of heavily creased items will be charged on a case-by-case basis. Please use sufficiently large boxes for your returns.

🐾 Your returns cannot be accepted for a credit note if:

- 🐾 they are worn or dirty,
- 🐾 they have been changed, embroidered or patched,
- 🐾 they are a special size or a custom made item.

In such cases, the goods will be returned to you at your charges.

We thank you for your understanding and we are looking forward to processing your returns quickly.

Your GREIFF Team

