

EXCHANGE FORM

Please fill in the three parts of this form. Below you will find instructions for the exchange process.

A. ORDER DETAILS

ORDER METHOD:

☐ E-shop

☐ Instagram

☐ Facebook

E-SHOP ORDER NUMBER:

(If you made the order from our e-shop)

EMAIL:

NAME:

DATE OF ORDER:

FACEBOOK/INSTAGRAM PROFILE NAME:

(If you made the order from our Fb/Insta page)

PHONE NUMBER:

ADDRESS:

(Street, Number, City, Postal Code)

COUNTRY:

B. EXCHANGE DETAILS

Write us about the product(s) you want to exchange.

Product Number (SKU)	Description	Quantity	Exchange:	Return Reason:	Product Number (SKU)	Description	Colour	Size	Quantity

C. NEW ORDER DETAILS

Write us what you want in exchange.

Each Ultras Clothes Product has a unique code (SKU). You can find the code of each product on our site or on our facebook page.

If your new order cost more than the previous one, we will inform you so that you can pay the extra amount through a deposit on our bank account.

UP TO 30 DAYS RETURN FOR ALL EUROPE

Need to return something? No problem, you are able to return it within 30 days and choose something else. The process is simple. **Shipping cost is borne by you.**

RETURN TERMS:

In order to be able to return the product you want to change its necessary:

1. No more than 30 days have passed since the day you received it.
2. All returned items should be sent in their original condition and packaging including tags e.g.

RETURN PROCEDURE:

1. **Fill in the return form** you received with your parcel.
2. **Enclose this form with your items in your parcel**, properly packaged.
3. **Go to a Courier store of your choice** to send us the package and give the following recipient information:

Andreas Kalobratsos & Sia EE – Ultras Clothes, - 128 Grigoriou Lampraki Str, Korydallos - Athens, Greece, 18121

Please retain proof of postage until we have confirmed your return has been completed.

4. **After we receive your parcel**, we'll send you and email as soon as we've completed your return.

Contact us by phone at +30 2105444903 or by mail at sales@ultrasclothes.gr

