

WITHDRAWAL FORM

If you want to withdraw from purchase contract please use this form and send it back to us. Please check our right of withdrawal notice on backside. Any returns from outside EU have to get prior authorization from URBAN TOOL by e-mail; we do not accept unauthorized returns from outside EU.

CUSTOMER SERVICE:
 Email: info@urbantool.com
 Phone: +43 (0) 1 892 0303

To
 URBAN TOOL Design und Handels GmbH,
 Reindorf-gasse 36, 1150 Vienna
 Austria
 Email: info@urbantool.com
 Tel: +43 1 892 0303:

Herby I/we (*) withdraw from purchase contract of the following goods:

_____ (name of ordered good(s), if applicable order number and price)

_____ ordered at (*)/received at (*)

_____ Name of Buyer

_____ Address of Buyer

_____ Signature (only at withdrawal note by mail)
_____ Date

(*) Please delete where inapplicable.

EXCHANGE FORM

If you want to exchange one or more products into another style, type, size or color please use this form and send to us.

Customer Name: _____
First Name Last Name

Invoice #: _____

Date of Return: _____

- Didn't like fit Other: _____
 Didn't like item
 Need a different size _____

Address for Returns:
URBAN TOOL GmbH
Reindorf-gasse 36
1150 Vienna
Austria

Exchange item(s) for:

Original Style / Code	Color	Size	Price		New Style	Color	Size	Price
				→				
				→				
				→				

PLEASE NOTE: RETURNS WILL ONLY BE ACCEPTED WITHIN 14 DAYS OF YOUR DELIVERY DATE.

All returns must have original tags attached, must be unworn and in re-saleable condition.

Please read the details of our policies listed on the backside to ensure that your return follows our company guidelines.

Feel free to contact our Customer Service with any questions at: +43 (0) 1 89 20 303.

RETURNS

You have the right for exchange, partial return or for complete cancellation of the contract.

All returns must have original tags attached, must be unworn and in re-saleable condition. The fitting is allowed but use for several days is not allowed and is considered as use and acceptance of purchase contract.

When returning an item, the item is your responsibility until it reaches us. URBAN TOOL will not accept a return that is shipped with shipping costs due. Shipments without freight prepaid will be automatically rejected because of the immense costs and will be returned to sender. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

When returning an item from outside of the EU please make sure your return shipment is declared at the shipper/customs as official return shipment of an online purchase in order to avoid import duties to the EU. The original invoice has to be enclosed, please contact your shipper for detailed instructions and documents. URBAN TOOL has the right to deduct all custom duties and costs which occur due to wrong or missing declaration from due refunds.

Please note the return process can take several working days. We will contact you by email during the return process with all details.

We recommend you to contact us for any returns: info@urbantool.com

Any returns from outside EU have to get prior authorization from URBAN TOOL by e-mail;

we do not accept unauthorized returns from outside EU.

RIGHT OF WITHDRAWAL

You have the right to withdraw from your contract of purchase within 14 days without giving reasons.

Please note that items must be returned unused, originally packed and with all barcode tags intact.

Deadline for this withdraw is 14 days starting from the day you or a 3rd party entitled by you, and is not the forwarder, has been handed over the goods.

To make use of your right of withdrawal you have to give a clear written notice to URBAN TOOL Design und Handels GmbH, Reindorfgasse 36, 1150 Vienna/Austria, Email: info@urbantool.com, Tel: +43 1 892 0303 (for example by mail or email) about your decision withdraw from the purchase contract. To do so you may use the form on this information sheet, but this is not obligatory. The action of sending must be within the 14 days deadline to validate the withdrawal.

Consequences and Effects of Withdrawal

Upon withdrawal of the purchase contract URBAN TOOL GmbH has to return to EU-customers all payments including costs for shipment (URBAN TOOL GmbH has to compensate only costs in the height of standard shipments, any additional costs that have occurred for chosen express shipment services are not to be returned) promptly within 14 days from the day the withdrawal note has arrived at URBAN TOOL Design und Handels GmbH. To customers outside the EU refunds are limited to costs of goods only. Refunds will be credited to your original method of payment, except any other payment method will be agreed by both parties.

No charges for the money return will occur.

We are entitled to withhold the money return until we have received the goods back or you have provided proof of return shipment of goods, depending which is earlier.

Upon withdrawal of contract you are obliged to return the goods within 14 days starting from the day of withdrawal note.

Returns have to be done to: URBAN TOOL Design und Handels GmbH, Reindorfgasse 36, 1150 Vienna/Austria, Email: info@urbantool.com, Tel: +43 1 892 0303.

The 14days deadline for returns is successfully kept when goods are dispatched within 14 days.

The cost of returning the item to us is your responsibility.

THE SIZE IS NOT CORRECT OR I PREFER TO EXCHANGE TO ANOTHER ARTICLE?

Just simply return the item or items you want to exchange to us in their original condition within 14 days from the date on which you received them from URBAN TOOL.

Please mention clearly your new purchase wish!

The exchange shipment of your new item will be free of charge within Austria. We kindly ask for your understanding that exchange shipments outside Austria have to be handled like a new order and new shipment costs will occur.

I RECEIVED THE WRONG ITEM

If the item you received is not what you originally ordered, please contact customer care quoting your order number or invoice number, your name, details of the product and the reason for return, and whether you require a refund or a replacement.

We will then advise on how to proceed with the return.

You have 14 days from the date on which you received the item to return it to us.

FAULTY ITEM

If the item you received is faulty, please contact customer care quoting your order number or invoice number, your name, details of the product and the reason for return, and whether you require a refund or a replacement. We will then advise on how to proceed with the return. You have 14 days from the date on which you received the faulty item to return it to us.