

RETURN FORM

If you wish to exchange or return your goods you can fill out this return form and send it along with your items within 30 days after you have received your package. Send the package to the following address:

MESSAGE A/S
att. mbyM-shop.com
Vandværksvej 19
DK - 9800 Hjørring

Price tags and other labels must be attached on all returned items, which have to be returned in original packaging.
Notice that you have to pay for the return shipment, unless otherwise is agreed upon with our customer service team.

You can exchange or return your goods in MESSAGEs stores in Denmark if you have your receipt. Find your local MESSAGE store on www.MESSAGE.dk. This is only an option with shipping inside Denmark.

GET YOUR MONEY BACK

Fill out the return form and cross 'X' in "Refund". The amount will be refunded to the credit card used for the purchase. It may take up to two weeks before the money is available on your card, depending on the type of your card.

EXCHANGE SIZE

Fill out the return form, and note which size you wish to receive instead. We will send you the desired size within 5 working days after we have received your returned items. If we do not have the required items in stock and cannot provide it for you, we will refund the money to the credit card used for the purchase.

EXCHANGE TO A DIFFERENT ITEM

Go to our webshop and make a new order for the new item.
Fill out the return form and cross "X" in "Refund". We will refund the money to the credit card used for the purchase. It may take up to two weeks before the money is available on your card, depending on the type of card.

COMPLAINTS

If you experience any problems with your order or items, please contact our customer service by mail: mbyM@message.dk or phone: +45 96 23 22 96. Remember to write your order number in the email so we can help you as fast as possible.

I HAVE RECEIVED THE WRONG ITEM

If we by mistake have sent you the wrong item, please contact our customer service by email: mbyM@message.dk or phone +45 96 26 22 96. Remember to write your order number in the mail so that we can help you as fast as possible.

Name:

E-mail:

Order number:

Phone:

ITEMS THAT I WANT TO RETURN:

Item No.:	Product type:	<input type="checkbox"/> Exchange to size:	<input type="checkbox"/> Refund
Item No.:	Product type:	<input type="checkbox"/> Exchange to size:	<input type="checkbox"/> Refund
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