

Please only fill in and return this form in case you wish to revoke the agreement (you may also return this form by email).

Return address:

Radial/ EWG  
Siriusstrasse 3  
06116 Halle (Saale)  
Germany

I, as a customer of CLUSE, herewith inform you that I wish to revoke our agreement regarding the sales of the following goods:

- Order number:
  
  
- Article name / article names (specify the quantity per article):
  
  
  
  
- Purchase date:
  
  
  
  
- Received on:
  
  
  
  
- Customer name (first name and last name):
  
  
  
  
- Customer address (delivery address and billing address):
  
  
  
  
- Customer email address (as used when placing the order):
  
  
  
  
- Customer signature (only required in case the printed form is returned by mail to the return address):
  
  
  
  
- Return date of the Revocation Form:

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**NB** In case your order arrived damaged or incomplete, please contact our customer care team within 24 hours after receipt of the order (go to [service.cluse.com](https://service.cluse.com)).

Should you wish to return your order because of any other reason than the above, the following four criteria must be met:

- the product must be complete, without any damage, and in unused condition;
- the trial period of 14 days after receipt has not yet passed;
- the product must be returned in the original, undamaged (factory) packaging; en
- the packing slip must be attached to the shipment (this enables us to identify you as our customer and to process your return shipment).

For our general terms and conditions, please see [cluse.com/terms](http://cluse.com/terms)

In case all four of the above mentioned criteria have been met, you may send your return shipment to:

Radial/ EWG  
Siriusstrasse 3  
06116 Halle (Salle)  
Germany

We strongly advise you to ship your parcel in a proper packaging and as a registered and fully secured shipment. Should anything go wrong with your return shipment, you may then be able to hold your carrier responsible for the damages or loss of the shipment. Please note that the return shipment takes place at your own risk and at your own cost. You must save the (digital) documentation containing the tracking information of your return shipment.

Any credit that becomes due as a result of your returned shipment, will be transferred within 14 days after receipt of the return shipment (we will transfer the amount due to the bank account, credit card account or Paypal account that was used for the payment of your order).

Please inform us about the reason of your return shipment (please circle):

- 1) I regret the purchase of this product
- 2) I received the wrong product
- 3) The product arrived in damaged condition
- 4) The product arrived incomplete
- 5) The case is too large
- 6) The case is too small
- 7) I do not like the color of the product
- 8) The product is too heavy
- 9) The product is too light
- 10) The strap is too long
- 11) The strap is too short
- 12) Another reason, namely \_\_\_\_\_

Should you have any other questions regarding your purchase, please do not hesitate to contact our customer care team at [service.cluse.com](https://service.cluse.com)

Kind regards,

Team CLUSE