

session music Return Goods Form

Within the first 33 days after receipt of the shipment, you can return your goods **inside Germany for free.**

You will need a return label that can be obtained from the DHL return portal. In order to get to the DHL return portal, please go to:
www.session.de > Infos > Rücksendungen > Link zum DHL Retourenportal

For questions, feedback or **bulky items weighting over 31.5 kg/70 lbs** as well as returns from abroad, please contact our returns department:

Phone: **069 / 2444 6784 - 117 or - 118**
E-Mail: **retouren@session.de**

After 33 days of delivery, during our „66-day exchange guarantee,“ the costs and risks of reshipment will be on the side of the customer. In this case, please send prepaid and insured packages to the following address:

Session Music (s-music GmbH & Co. KG)
Retourenabteilung / Zentrallager
Carl-Benz-Straße 35
60386 Frankfurt am Main

Step 1: Personal Data

Customers-No.: _____ Order-No.: _____
Name: _____ First Name: _____
Address: _____ ZIP-Code/City: _____
Phone/Mail: _____
Bank: _____ BIC: _____ IBAN: _____

Step 2: Reason For Return

Refund (33 days Money-Back) **Conversion** (66 days Conversion-Warranty) **Defective**
Reason For Return (Optional Entry): _____ Defect Description: _____

Step 3: Item/s Being Returned

All Ordered Items
 Only This/These Item/s:
Prod-Id: _____ Prod-Id: _____
Prod-Id: _____ Prod-Id: _____
Prod-Id: _____ Prod-Id: _____

Step 4: Your New Order (in case of conversion we clear with returned order)

Prod-Id: _____ Name: _____ Price: _____
Prod-Id: _____ Name: _____ Price: _____
Prod-Id: _____ Name: _____ Price: _____
Prod-Id: _____ Name: _____ Price: _____
Total: _____

Please prepare the package for shipping thoroughly. Place a copy of your invoice and the complete Return Goods Form in the package. Only with complete documentation a fast processing can occur. All products must be returned in the original packaging and arrive at our warehouse in resalable condition.

Date: _____ Signature: _____

Hier spielt die Musik!