



# RETURN/EXCHANGE FORM

Dear customer, we thank you for your purchase and your trust in our brand IKI by TSUME. We want to remind you that in accordance with our General terms and conditions of sale, you have a delay of **14 days** after the reception of your order to introduce any request of **return** or **exchange**.

To ensure your request can be correctly processed by our team, please first create a **support ticket** for our **after-sale service** by selecting the «**IKI RETURN OR EXCHANGE**» category:

[HTTPS://WWW.TSUME-ART.COM/EN/CREATE-TICKET](https://www.tsume-art.com/en/create-ticket)

We invite you to join the **fulfilled form below** to your returning parcel. Our team will then process to the refund or exchange of your product. Incomplete return couldn't be treated within usual delays. Please note that the shipping costs of the exchange product are at your expenses. Products must be returned to the following address:

**TSUME SA**  
**Bâtiment TRACOL IMMOBILIER SA**  
**Zone industrielle Rolach**  
**L-5280 SANDWEILER**  
**Luxembourg**

*Please note that items returned incomplete, damaged or soiled by the customer won't be accepted.*

**NAME :**

**SUPPORT TICKET N°:** #

**ORDER DATE :**  /  /

**PRODUCT NAME :**

**REQUEST TYPE :**  **REFUND**  **EXCHANGE**

**IN CASE OF AN EXCHANGE, WHICH SIZE DO YOU WISH?**

**OTHER REMARK:**

**DATE :**

**SIGNATURE:**