

EMMA GO

C O P E N H A G E N

We hope you will love what you ordered from us, but if you are not fully satisfied, we are happy to accept returns for unworn items for **14 days** after their delivery.

To return an order:

1. Pack the item safely, re-use the original packaging and tape the outer box securely.
2. Print this form if you have not received it with your order, fill it and include it in your parcel.
3. When we have received the returned item(s), you will get a refund on the credit card you used to purchase them.

We provide return solutions for several countries. If you use our return labels, the return costs will be deducted from your order. Please note that we are not responsible for potential VAT expenses (CH, Norway).

EU	DK	CH / NOR
You can find your return label on the UPS tracking page of your order. 10€ will be deducted from your refund.	You will find your return label in the box with your shoes. 39dkk will be deducted from your refund.	You can get a return label by writing to shop@emmago.com 20€ will be deducted from your refund.

If you are returning an item from another location or using your own return solution, you will be responsible for shipping the parcel and for the expenses. Remember to insure the shipment, as we cannot be held liable for any items lost or damaged in transit.

Please return to:

Emma Go
Studiestræde 3D, 2.sal
DK-1455 København

Contact:

For any questions related to the return procedure, please write to shop@emmago.com

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Name:

Address:

4 Digits order number:

Item(s) that you wish to return:

Please identify the reason for returning the item(s):

- The item was too big
- The item was too small
- My expectations were not met
- The color looked different than I thought
- Other reason