

Dear Herpa customer,

the models you ordered do not meet your expectations, and you would like to return them? No problem! You have two weeks after receiving your package to send your models back to us. And this is how it works:



Return the models completely in their original boxes.



Add the completed return bill to the return package.
Remove the address label with your recipient data from the package.



Prepare the package for shipment and label it with the recipient's data:

Herpa Miniaturmodelle GmbH
Returns
Leonrodstrasse 46–47
90599 Diethenhofen
Germany



Frank the parcel sufficiently and hand it in at the nearest post office. (PLEASE NOTE: Not prepaid parcels cannot be accepted! IMPORTANT: Keep the posting receipt until the return process is completed.)



RETURN BILL

(Please enclose it in the package)

Item number	Item	Quantity	Reason*	Replacement delivery	Refund
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

* Reason: 1 = don't like; 2 = item different than described; 3 = model ordered twice; 4 = item delivered defectively

Order number

First, family name

Number, street

ZIP code, city