

I have made the return and have not yet received a confirmation?

Julika Rottler - 2025-01-09 - End of contract & acquisition

Returns from **Germany**:

After you have handed in the parcel at the post office, it is recorded in our system that the return has been initiated.

As soon as the return has been received and scanned by our returns department, you will receive a confirmation.

We ask for your understanding that this process may take some time.

Returns from **Austria** or **Switzerland**:

The return shipment is not recorded automatically. Please keep your proof of posting.

As soon as the return has been received and scanned by our returns department, you will receive a confirmation.

We ask for your understanding that this process may take some time.