

# EXCHANGES, RETURNS AND CANCELLATION FORM

Tendam Retail, SA.  
Pº del deleite s/n. 28300  
Aranjuez, Madrid (Spain)

## Customer's information:

Customer's name \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Phone number \_\_\_\_\_

Order number \_\_\_\_\_

Order date \_\_\_\_\_

Delivery date \_\_\_\_\_

Return	Cancellation	Reference	Product
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

## Exchanges, Returns and Cancellations

### PHYSICAL STORES:

Exchanges, returns and cancellations made through physical stores are not permitted.

### ONLINE:

Exchanges made through online store are not permitted.

To complete a return or cancellation online, follow the steps indicated in the **Exchanges, Returns and Cancellations** section of [pedrodelhierro.com](http://pedrodelhierro.com)

Indicate the reason in the box beside each article:

**Cancellation:** made by the request of the customer.

**Return:** due to a fault or defect in the product, or reception of an incorrect product.

## Contact us

[online@pedrodelhierro.com](mailto:online@pedrodelhierro.com)

Read our return policy and legal guarantee at [pedrodelhierro.com](http://pedrodelhierro.com)

<b>COUNTRY</b>	<b>TELEPHONE NUMBER</b>	<b>LANGUAGE*</b>	<b>BRAND**</b>
<b>PORTUGAL</b>	+351800110854	Language selection	Brand selection
<b>FRANCE</b>	+330805370947	Language selection	Brand selection
<b>BELGIUM</b>	+3280031048	Language selection	Brand selection
<b>GERMANY</b>	+4908007747744	Language selection	Brand selection
<b>UNITED KINGDOM</b>	+4408000211886	Language selection	Brand selection
<b>HOLLAND</b>	+318005544112	Language selection	Brand selection
<b>ITALY</b>	+39800719458	Language selection	Brand selection
<b>HUNGARY</b>	+3680106705	Language selection	Brand selection
<b>AUSTRIA</b>	+43800123827	Language selection	Brand selection
<b>IRELAND</b>	+3531800710319	Language selection	Brand selection
<b>POLAND</b>	+48800707250	Language selection	Brand selection
<b>LUXEMBOURG</b>	+35280025286	Language selection	Brand selection
<b>BULGARIA</b>	+3598002100229	Language selection	Brand selection
<b>SWITZERLAND</b>	+41800414243	Language selection	Brand selection
<b>CZECH REPUBLIC</b>	+42800114400	Language selection	Brand selection
<b>SLOVAKIA</b>	+421800863142	Language selection	Brand selection
<b>SLOVENIA</b>	+38680081278	Language selection	Brand selection

\* Language selection: Spanish, Portuguese, English or French.

\*\* Brand selection: CTF, PDH, SPF, WS or FF.