



### ifolor satisfaction guarantee

Your satisfaction is our most important goal. If you are unhappy with your photo product, we will give you a new one.

For the satisfaction guarantee to come into force please return the photo product that you are complaining about to us. Please use this form.

### This is how easy it is

- Print out the form and fill it in
- Enclose the form and bill with the package and [book free collection at pick@home](mailto:book.free.collection@pick@home)
- Once it has been received, our customer service will get in touch with you and explain the next step

### Procedure for postal damage

If your photo product has been damaged during transport (damaged packaging), please report this so-called transport damage to the Swiss post office. In this case the costs for reprinting your order are assumed by the Swiss post office.



### Wir bestätigen, dass unsere Verpackung postkonform ist. Confirmation that packaging is compliant with postal requirements.

Order number: .....

Customer number: .....

Reason for complaint:

.....

.....

.....