

Return Policy

(1) We are happy to accept return 100% of your purchase on unused items within 14 days of your arrival date for German and international customers without mentioned reason, provided that all items are returned in the same condition they were in upon your receipt. Please note that the product must be returned unused and in original packaging. This means the items should not have been damaged, soiled, washed, altered or worn (other than to try the product on).

(2) In the event of an exchange, your original purchase will be reimbursed and a new purchase made. Refund will be given once item is received by us.

(3) If you wish to cancel or return your order, please provide us, HÄNSCHENKLEIN (Neumarkt 10, 04109 Leipzig, Germany) with notice in writing either by post or preferably via Email to info@haenschenklein.shop with subject titled "Return" or "Exchange" and add your name and order number to the email body (order number can be found in your initial email receipt) and we will take care of it right away!

(4) Please remember that financial responsibility for the return is yours until it reaches us. You are liable for damage to the garments until we receive them at our warehouse, so in case of a dispute, we recommend that you keep the collection point receipt as proof of postage.

(5) If you have been charged for the items, you will receive a refund which will include HÄNSCHENKLEIN standard delivery costs and exclude the costs of the return. We will provide a refund attempting to use the same method used to make the payment (or, if the items have not been paid for, reflect the return of the items in your account balance) as soon as possible and at the latest within 14 days of receiving your notice of cancellation, provided we have received the items or evidence of you having sent back the items. We hold the right to withhold the reimbursement until we received the goods back. Another payment method may be used for the refund, provided that you consent to such change. In any case this will not generate any additional charges.

(6) There is no right of withdrawal in respect of items that have been manufactured on the basis of individual specifications of the customer which are clearly tailor made for any personal need or in respect of such items that are unsuitable for the return.

The letter of cancellation is to be sent to:

Judith Kugel
HÄNSCHENKLEIN
Neumarkt 10
Dohmeswiese 35
47929 Grefrath
GERMANY

Phone: +49 1577-6417664
Email: info@haenschenklein.shop

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LETTER OF CANCELLATION

Complete and return this form only if you wish to withdraw from the contract:

HÄNSCHENKLEIN
Judith Kugel
Neumarkt 10
04109 Leipzig
GERMANY

Phone: +49 1577 6417664
E-Mail: info@haenschenklein.shop

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*) /provision of the following service

Date of order (*):

Received (*):

Name(s) of customer(s):

Address of customer:

Signature of customer(s):

Date:

(*) Delete as applicable

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