

# lacuna coil

|                |                                                                                                                                                                                                  |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Order number   | <b>RETURN ADDRESS:</b><br>Napalm Records<br>Customer service<br>Hammerplatz 2<br>8790 Eisenerz<br>Austria<br> |
| Forename       |                                                                                                                                                                                                  |
| Surname        |                                                                                                                                                                                                  |
| E-mail address |                                                                                                                                                                                                  |

Which item/s do you return?

| Article number | Article name | Colour | Size | Quantity | Reason |
|----------------|--------------|--------|------|----------|--------|
|                |              |        |      |          |        |
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|                |              |        |      |          |        |
|                |              |        |      |          |        |
|                |              |        |      |          |        |
|                |              |        |      |          |        |

Reason:

01 – Article does not fit me

02 – I received the wrong article (please contact customer service)

03 – Transport damage (please contact customer service)

04 – Right of revocation: No reason needed if sent back within 14 days after acceptance of package. Sound carriers must be in original packaging and unopened.

How to get your money back

After we have received your return, the value of the goods will be transferred to the payment method used for your order.

Who pays the return shipping costs?

We do not bear any costs for returns. Please send the package with prepaid postage to the return address above. Fill out this form and enclose it with the shipment. Keep the receipt or tracking number of the package safe. We will send you a notification as soon as we process your return.

Still have questions?

Please contact our customer service from Monday to Friday between 8 AM and 2 AM CET. Telephone number: +43 384 881 171 5 or via email at [customer.service@lacunacoil-merch.com](mailto:customer.service@lacunacoil-merch.com)