



1. step

You want to re-
turn an **unused**,
unmounted
article that you
don't like.



2. step

Fill out this
return form
**completely and
legible.**



3. step

Put all the artic-
les **well packed**
(use the original
packing) in a
shipping carton.



4. step

Print a **free
return label**
(see country list
below) and stick
it on the parcel.



5. step

Bring the stam-
ped/franked
parcel **to your
post office
(DHL)** and keep
the receipt.



6. step

After processing
(**1-3 days**), we
will refund you
the money or
exchange the
article.

- ▶ Please **do not send unstamped parcels** in any circumstances! We will offset the costs for unstamped parcels.
Download a free return label at www.r2-bike.com/return
- ▶ For questions regarding complaint, exchange or refund please contact us via E-Mail support@r2-bike.com or via
phone from mo - fri 8:00 - 16:00 (MEZ) at +49 (0)351 - 811 975 90



please cut

Order number:

Customer ID:

Amount &
Article no.:

Description:

Reason for return:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Exchange request:

Bank account (only required if you paid via bank transfer):

Changed delivery address:

Account holder:

IBAN:

BIC:

Date, signature