

## RETURN FORM: USA, CANADA AND SOUTH AMERICA

Dear customer,  
we will take care of your return delivery. Please complete the return form completely, e-mail it back to [notflying@flyingtent.com](mailto:notflying@flyingtent.com) and attach a printed copy to the package. You will receive a return label per e-mail from our logistic partner.

→ **Our logistic partner for the USA, Canada and South America:**

IMS Distribution LLC, 1628 Roseytown Road, Unit 5, Greensburg, PA 15601, United States, Phone: +1 724 635-0685, [office@ims-dist.com](mailto:office@ims-dist.com)

→ **Customer data**

Customer no	
Order no	
Customer document no (invoice no):	
Company	
First & last name	
Telephone no	E-mail address
Street / House no	
Zipcode / Location	Country

→ **I would like to:**  **replace**<sup>1</sup>  **exchange:**<sup>2</sup>

Quantity	Item no	Item	Colour	Unit price

1 = We will fully examine the defective products or refund them in case of warranty.

2 = A return is only possible with defective or incorrectly delivered products! No return of products that were received as ordered! Exchange is only possible if the product is available. If the product is sold out, your payment will be refunded.

→ **Exchange - Which product do you want instead:**

Quantity	Item no	Item	Colour	Unit price

→ **Reason for return** (Voluntary statement)  Wrong article  Article defect  Article deviates from the description

Other reason
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Place

Date

Signature of customer(s)