



Returns – How to Do It

We're sorry to hear that your purchase wasn't a match. But it's absolutely okay to change your mind, and by following the steps below, we can ensure that your return goes smoothly.

Return shipping with GLS costs 15€.

How to Return an Item

1. Pack the item(s) you wish to return in the box or bag you received them in.
If you no longer have the original box or bag, we recommend placing the return item in a shopping bag to protect the original packaging.
2. Include your packing slip inside the box/bag so we can identify your order upon receipt.
3. Clearly place the return label on the box/bag you are sending back.
4. When dropping off the package at your nearest parcel shop, we recommend asking for a receipt as proof of drop-off in case the package gets lost.
5. You will receive a confirmation from us once we've processed your return order and refunded your money.

If you're unsure about how to proceed, feel free to contact us at pm@woodupp.com or call us at **+45 7874 0202**.

Condition of the Item & Refund

Once we receive your return, our warehouse will check whether the item is still in unused condition and whether it can be resold. They will then pass this information on to our customer service team, who will process your refund.

Please note: this can take a bit of time – you should expect **up to 5 business days** from when we receive your package before the money appears in your account.

You are only liable for any decrease in the item's value resulting from handling that goes beyond what is necessary to determine the nature, characteristics, and functionality of the item.

In other words, you may try the item as you would in a physical store, but you must not actually use it.

If packaging, parts of the product, or accessories are missing – or if the item has been used beyond what is described above – we will consider it as **used**. In such cases, **you may only receive a partial refund or no refund at all**, depending on the resale value of the item.

We assess the possible depreciation of the returned item based on a specific evaluation of the returned product according to the following depreciation guidelines:

- The product is in good and undamaged condition and in its original packaging: **0%**
- Missing parts of the product or original packaging: **-20%**
- Visible signs of use beyond what is described above: **-50%**
- Damaged or otherwise impaired item: **-100%**