

Dear customer,

thank you very much for ordering at the Cloud7 online shop. We hope you are happy with the ordered product and you and your four legged companion will enjoy it.

If you wish to return or exchange an item purchased online at [www.cloud7.de](http://www.cloud7.de), please complete the returns form to make your return or exchange.

We ask for your understanding that we can only accept returns that have been sent back to us within 14 days after arrival at your door and items that are unused, in mint conditions and with original labelling.

### INSTRUCTION FOR YOUR RETURNS:

1:

Pack the item(s) carefully  
(if possible in original packaging)

2:

Fill out this returns form and attach to the package

3:

Send the package with a shipping company of your choice and at your costs to the following address.

Cloud7 GmbH, Returns  
Dorfplatz 5  
D - 15526 Reichenwalde / Germany

4:

If you want to exchange an item,  
just make a new order at [www.cloud7.de](http://www.cloud7.de)

As soon as your returns have arrived at our warehouse, you will receive a confirmation by mail. Depending on your payment method for your order the refund may take up to 5 days.

For any questions regarding your returns or exchange you can contact us at **support@cloud7.de** or by phone: **+49 (0)33631 4489 41**

With kind regards,  
your Cloud7 Team

# Cloud7®

FINEST FOR DOGS & DOG LOVERS

## RETURNS FORM

I herewith withdraw from my contract about the following and packed product(s)

Name

Invoice Number

Article

Size

Article	Size

Remarks

Cloud7 GmbH · Alte Försterei Kolpin · Dorfplatz 5 · D - 15526 Reichenwalde  
Tel +49 (0)33631 4489 41 · Fax (0)33631 4489 44 · support@cloud7.de · www.cloud7.de  
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USt ID Nr. DE312194533 · Amtsgericht Frankfurt/Oder: HRB 16 363 · St.Nr.: 061/107/04214  
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