



ifolor satisfaction guarantee

Your satisfaction is our most important goal. If you are unhappy with your photo product, we will give you a new one.

For the satisfaction guarantee to come into force please return the photo product that you are complaining about to us. Please use this form.

This is how easy it is

- Print out the form and fill it in
- Enclose the form and the invoice with your package – please separate the return label beforehand
- Fill in the return label and stick it on the package
- Hand in the package at your nearest post office
(For the costs of returning the photo product you will receive a credit)
- Once it has been received, our customer service will get in touch with you and explain the next steps

Procedure for postal damage

If your photo product has been damaged during transport (damaged packaging), please report this so-called transport damage to the Swiss post office.

Confirmation that packaging is compliant with postal requirements

Order number:

Customer number:

Reason for complaint:

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Sender:

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ifolor AG
Customer Care
Sonnenwiesenstrasse 2
8280 Kreuzlingen

