

Handling of claims and/or return of bags purchased via Internet or at exhibitions/fairs:

Claims:

Please refer to and observe procedure mentioned below in order to guarantee satisfactory and fast handling:

1. Please send picture of defect, damage and/or malfunction of your bag as well as purchase proof/invoice by mail to: service@x-over.de, together with your address and a short description.

You will then be immediately contacted as to further handling.

Or

2. You will send defective article directly shipping costs prepaid to:

**creative pool distribution GmbH
Hoehenweg 14, D-86391 Stadtbergen, Germany**

Please add the following:

- Description/mark the defect, damage and/or malfunction
- copy of purchase proof/invoice
- name and address
- email-address and phone number

(non-prepaid parcels will not be accepted)

Return of articles purchased via Internet:

In case of return, please contact us beforehand via email (service@x-over.de).

Please note that exchange/return of articles purchased at exhibitions/fairs, etc. is not accepted.

Please note that there is no further and detailed information by phone.