



Rehband Returns – Instructions for returns from:

- *countries outside of the European Union to Germany*
 - *countries outside of the United States to the United States*
1. Take the delivery note from the original package and mark the items you want to exchange.
 2. Print out the original invoice twice and place on the outside of the package (this shows the customs that this is a return of goods and helps processing)
 3. Print out the CN 22 Customs Declaration and fill it out by following the guide on the second page. (all required information is given on the invoice from Rehband)
 4. Choose an address to return (Germany or US) and place the address of our return center on the outside of the package. Address is given at the bottom of this page.
 5. Place sufficient postage on the package and return with a courier service of your choice.
 6. If you need more help you can ask your local post office or send us an email to Support@Rehband.com and we will assist you.

Please make it clear for us if you wish to return for refund or exchange.

Always store the bill of the shipment to prove that you have sent the return to us.

In case of exchange it can be faster if you just reorder the products again on our website as the return process depends on shipping provider, customs authorities and the payment method. Depending on the country and shipping this can take a few days to weeks.

German Return Address	US Return Address
Rehband Returns Langenhäger Str. 17 37115 Duderstadt Germany	Rehband Returns 20770 US Hwy 281 N Ste 108-296 78258 San Antonio, TX USA

Please print out this section and attach the CN22 Customs Declaration to the package.

CUSTOMS DECLARATION		May be opened officially	CN 22	
Designated operator		Important! See instructions on the back		
<input type="checkbox"/> Gift	<input type="checkbox"/> Commercial sample			
<input type="checkbox"/> Documents	<input checked="" type="checkbox"/> Returned goods			
<input type="checkbox"/> Sale of goods	Other (please specify):			
Quantity and detailed description of contents (1)	Net weight (2)	Value and currency (3)	H S tariff number* (4)	Country of origin* (5)
Total weight (in kg) (6)		Total value (7)		
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations Date and sender's signature (8)				

Size 74 x 105 mm, white or green

- (1) **Quantity and description of the products:** Please fill in the quantity and the category of the product (e.g. 1 x Knee Sleeve). Do not use general terms, be precise.
- (2) **Weight of the article**
- (3) **Value and currency of the article:** Use the values given on the original invoice.
- (4) **HS-Tariff Number:** Use the values given on the original invoice. (Shown as HS Tariff No or TARIC Code) This is a goods number for customs purposes and is required on commercial returns.
- (5) **Country of origin:** Manufacturing country. Can be found on the product or on the invoice. (e.g. Estonia)
- (6) **Total weight of the package**
- (7) **Total value of the package:** Total of all values from No (3).
- (8) **Date and signature of the sender**

For any additional help or questions, please contact us Support@Rehband.com or ask your local post office or customs office for help with the declaration.