

# DO YOU WISH TO MAKE A RETURN?

Thank you for shopping with Iittala! If you would like to return any items, please complete this return form and pack the items carefully. Since your return is from outside the European Union, additional customs clearance documents are required. Kindly contact our customer service to receive these documents before handing your return to the courier.

When filling out the return form, please include your order number to ensure a smooth return process. Indicating the quantity of items being returned and the reason for the return helps us improve your future experience. Place the completed form inside the package along with the returned items. Attach the return label to the package and drop it off at the nearest UPS pickup location. Refunds will be processed to the original payment method. If don't find the return label, please contact our customer service and they will send you one.

If you are unable to print the form, simply write the following details on a piece of paper and include it in the package: your order number, item names and quantities, your name, and your email address.

We appreciate your cooperation and will process your return as efficiently as possible.

I hereby notify that I wish to exercise my right of withdrawal for my purchase of the following item(s).

**RETURN ADDRESS:**

Fiskars Finland (Vita) Oy Ab, Iittala Online Store  
Taipaleentie 6  
FI-13430 Hämeenlinna  
Finland

**REASON FOR RETURN:**

1. The item(s) did not meet my expectations
2. I regret the purchase
3. A wrong item was delivered
4. The delivery took too long
5. No specific reason / Prefer not to say

Item number	Item name	Quantity	Reason for return

Order number .....

Name / Surname .....

Email address .....

**QUESTIONS?** Please contact Iittala Customer Service at [webstore@iittala.com](mailto:webstore@iittala.com)



