



Instructions for return and change

All our products have a full 14-day return and exchange policy. Please include this return form stating your order number, email, name, address and the reason for returning the product in your return parcel. Please also state whether you want the product(s) replaced or your money back. Returns have to be made within 14 days after receiving the product(s). However, accepting you return requires that the product is intact and it hasn't been used (except if the product has already been broken or faulty when you received it).

Outside Finland we are not responsible for postage charges incurred by exchanging or returning products. In case of exchange we will however pay the postages for sending new items to you.

Please pack the products as neatly as you can so that it takes the minimum amount of space and send it to:

Returns Fanzone
PL 254
80101 Joensuu
Finland

PLEASE NOTE! Make sure you ask for a receipt for your return, so that in case your parcel gets lost in the mail, the postal service will take full responsibility. Unfortunately, we can't take any responsibility for items lost in the mail.

If you have anything to ask, please contact us:
shop@sonataarctica.info

Customer information:

Name: _____
Street address: _____
Zipcode: _____

City/State: _____
Order Number: _____
Email: _____

Returned Products:

Artist	Item	Size	Price

Choose wanted option:

I want to get following items in change for the returned items:

Artist	Item	Size	Price

I want you to refund my money back to my bank account.

Here are my bank details:

Account owner: _____
Name of the bank: _____
Address of the bank: _____
IBAN: _____
SWIFT: _____

I want you to refund my money back to my credit card or PayPal -account. (Possible only if you've payed your order by credit card or PayPal).