

AQIPA SUPPORT AREA

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Returns

David Lackner - 2021-09-17 - Working with Aqipa - Existing customers

To return an order, please take the following steps

1. Register your return via e-mail

- Aqipa (rest of the countries): returns@aqipa.com
- Aqipa IT: [Returns.it@aqipa.com](mailto>Returns.it@aqipa.com)
- Aqipa ES: returns.es@aqipa.com
- Aqipa UK: returns@aqipa.uk
- Aqipa AUD: returns@aqipa.com.au

2. Provide all required information (address, item description, colour, EAN, purchase invoice (PDF), end customer invoice (PDF), error description)

3. Authorisation from customer service

4. After approval, prepare the return for dispatch and visibly attach the RMA label to the package/pallet.

Return costs are specified in the contract.

Please note that returns take 10-15 working days to process.