

Return address Switzerland

mofakult AG
RETOUREN
Im Buchfeld 20
8500 Frauenfeld (Switzerland)

Contact our customer service

Phone +41 52 730 05 30
WhatsApp +41 79 844 45 76
Mail info@mofakult.ch
Mon 13:30-17:30 | Tue-Fri 09:00-11:30 & 13:30-17:30

01 | Customer data

90 days right of return

Customer number <small>6-digits</small>						
First name & surname						
Phone number <small>for queries</small>						



Returned items will only be accepted in their original packaging. Please complete the form carefully, this will speed up the process, thank you! The return shipment is at your own expense.



02 | Order data

Order numbers

01	02	03	04
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Item numbers <small>5-digits</small>	QTY	Reason for return

03 | Payout

As soon as we've received your return and checked the items, we'll refund the value of the goods. Please let us know how you'd like to receive your refund:

- To your **mofakult customer account**. The credit will be automatically redeemed with your next purchase.
- To your **originally selected payment method**. We will refund the amount to the payment method you selected when you made your purchase. This applies to **credit cards, PayPal and TWINT**.
- To your **bank account**. Only possible if you have paid in advance.
- The order was paid by **CembraPay invoice**.
The invoice was:
 - Not yet paid**. We will send you a new invoice.
 - Already paid in full**. Credit to:
 - Bank account
 - mofakult customer account

 If you have selected a **payment to your bank account**, please give us your bank details:

IBAN	
Recipient	

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reset form