

Dear customer — thank you for your genuine Panama hat. Before sending it back, please check our offer:

EXCHANGE INSTEAD OF RETURN — SHIPPING ON US

90% of returns are just a sizing issue.

If you want the same hat in a different size — we cover return shipping once.

1 • Your order details

Order number (e.g. #12345)

Order date (DD.MM.YYYY)

E-mail address used for the order (the one you ordered with)

Name

Address (street, ZIP, city)

Payment method:

Klarna PayPal Credit card Bank transfer Other

2 • What would you like to do?

- SIZE DOES NOT FIT — I want to EXCHANGE (free shipping back to you)
- MODEL NOT TO MY TASTE — I want a different model in exchange
- Defect / Damage — please describe briefly below
- Full return (see note below · shipping at your own cost)

For EXCHANGE: please describe clearly here — model name, desired size (S 55-56 / M 57-58 / L 59-60 / XL 61-62 / XXL 63+), hatband color if relevant.

3 • Return address & Packaging tips

RETURN ADDRESS
ARTE ANDINO » GERMANY
Hauptstr. 20
D-96117 Memmelsdorf

PACKAGING TIPS — So your hat arrives intact

- Use the ORIGINAL box (reinforced, optimal).
- Wrap the hat first in a transparent plastic bag (moisture protection).
- Hat FREE in the center, surrounded by paper or foam.
- Fix it in place — but NEVER squeeze or deform it.
- If the box is damaged: use an equivalent or larger one.

Please enclose this form filled in with the shipment.

Date (DD.MM.YYYY)

Signature

Note on returns without exchange (withdrawal under § 357 BGB, Germany): In the case of a full withdrawal, the consumer bears the direct cost of returning the goods. We cannot accept parcels sent unpaid or cash-on-delivery — they would be returned at the sender's expense. For an exchange, we cover return shipping to you once. Refunds: within 3 business days after receipt and inspection, via the original payment method. Full withdrawal information & T&C: panamahut24.de/widerrufsrecht/ · panamahut24.de/agb/

Unsure about size? Send us a quick WhatsApp message: +49 176 44434029 — we will help you find the right size before you send the package on its way.