# Returns Policy

At MyShop we make returns easy. If you change your mind within 14 day visit your local store with proof of purchase or in case of online purchase send your purchase with a copy of your receipt.

For Online returns we need the following data:

Order Number

Payment Method

Payment Amount

Country of purchase

Refunds will be issued in the same form as the original payment or to the account used for 30 day business accounts.

# Returns information for each payment method

Paynow

For purchases made using Paynow, you may retum the purchase in-store or bring the to specified pickup locations.

Once your order has been returned to a MyShop store. we wilt send notification to Paynow your return.

Refunds will be processed to Paynow only and not to credit card. cash or gift card.

For mote information. please contact Paynow1300 100 729 or visit the Paynow website

EPS Payment

For purchases made using EPS Payment you may return the purchase in-store.

Once your order has been returned to MyShop store. We will send notification to Ripana of your

return.

Returned payments tot purchases made using Ripana can only be paid back into

your EPS Payment Money account.

If you opened a new Zip Money account for your MyShop purchase and paid Zip an account establishment fee. The account establishment fee will not be part of your MyShop refund. For more information. please contact EPS Payment here: https://eps.at/hc/en-us

Bank transfer

For purchases made online paid by bank transfer, goods may be returned in store or online.

Once your order has boon returned to MyShop store. wo will process the refund against your bank account.

Refunds will be processed to only with your Bank account and not to credit card.

# Return form Austria and Switzerland

If you are located in Austria please print the included return label and bring the purchase to an outlet of Austrian Postel service <http://www.post.at>

If you are located in Switzerland please print the included return label and bring the purchase to an outlet of Swiss Postel service <https://www.post.ch/de>