

How to return items from online orders at Fielder's Choice

Doesn't fit? Don't like? Want to return an item from an online order at fielders-choice.de? We have put together the below helpful info that hopefully answers all your questions regarding return shipments at fielders-choice.de

Return address:

The return address for all return shipments is:

Fielder's Choice
Feldstrasse 6
40721 Hilden
Germany

Return shipments under the German „Widerrufsrecht“

If you are returning items under the German „Widerrufsrecht“, you can send these items to the above address with a parcel company of your choice. Please note that the freight charges on these shipments are the buyers responsibility.

Per our responsibility to minize cost, we will accept freight collect shipments but will need to invoice you the cost that your freight forwarder charges for these shipments.

Please note that only new and unused merchandise will be accepted for return. Please be sure to include all blister cards, labels etc. that were attached to the item when you received it. Aluminum Bats are sealed, please be sure to remove that seal only if you are sure you want to keep the item – unfortunately, we are unable to accept unsealed bats for return.

If you are returning shoes, please do not use the shoe carton as shipping box.

Be sure to include the completed „Return Slip“ that you received with your shipment to ensure a timely processing of your return.

All info regarding the „Widerrufsrecht“ can be found on our website under the „Widerrufsrecht“-Tab.

Credit for orders with Pre-Payment, Sofortueberweisung, Credit Card, COD payment option:

After processing your return, you will receive a confirmation via E-Mail. We will credit the total of the returned items back to your bank account (orders with pre-payment, Sofortueberweisung or COD payment option) or directly back to your credit card (orders with credit card payment option).

The credit will be booked onto your bank account/credit card between 7 to 10 days after you received your return confirmation.

Returns for orders with payment option „Invoice“:

If you received your order on „Net 10 day“-Terms (open invoice) you will receive an updated invoice via E-Mail after your return has been processed.

Please wait for this updated invoice and use the updated info (new invoice amount, new invoice number) for your bank transfer.

Please do not make payments based on the original invoice by deducting the price of the returned items!

Returns of defective items:

If you have a defective item, please contact us before making a return shipment. To make a claim on a defective items, digital photos that show the defect are very helpful to process the claim.

If the return of a defective item is necessary, you will receive a return shipment label from us and can return the item free of charge.

Wrong item:

You received an item that you did not order? Please get in touch with us and we will ship out the correct item and provide a shipping label to return the mis-ship to us free of charge.