



Ask for a refund under the PayPal Refunded Returns service.

Information to provide

First name:

Last name:

Your country:

PayPal email address:

PayPal transaction ID:

Type of article:

Amount of return:

Country of return:

How did you pay your return costs?

I have paid my return costs to the post office or a courier service.

My return costs were deducted from the refund of my item.

Important

Please check the following boxes so that we can process your request.

By completing and sending this request for reimbursement form:

I certify that all the information provided is true and accurate.

I confirm that I have a thorough understanding of the conditions of use (available on <https://www.paypal.eu/returns/generalconditions>) and I fully accept them.

I certify having activated the PayPal Refunded Returns service on <https://www.paypal.eu/returns>.

I am submitting this claim within 14 calendar days of returning the item.

Please add the following proofs to this properly completed refund request form:

The type of proof requested depends on how you paid the costs of the return:

A) **If You paid the return costs to the post office or a courier service**, we need you to provide some documentation:

- If you used a Post or courier express service with shipment tracking to return your item, please attach a copy/photo of the receipt that shows the amount you paid and the merchant/seller shipping address.
- If you used regular post to return your item (with no shipment tracking), please attach a copy/photo of the shipping cost receipt as well as photo of the package showing the merchant/seller address.

B) **If the return costs were deducted from the refund of your item**, please attach the following 2 pieces of documentation:

- A copy of the payment email from the merchant or PayPal, showing the initial price of the item you have returned
- A copy of the refund email from the merchant or PayPal, showing the amount refunded to you.

Please send the completed request for reimbursement

Send all required documents via email to: paypalreturns@telusinternational.com.