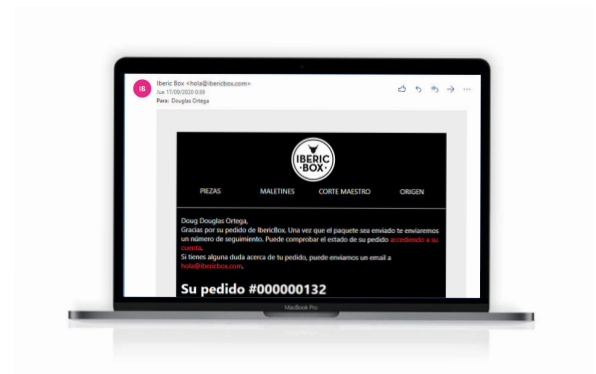# Guide to fill out the return form

We know that filling out a return form can be a laborious task. We also know how precious your time is, which is why we have prepared a guide to help you complete the document in a moment.

Before you start, to fill out the form you will need to have three things near at hand:

01.

YOUR ORDER CONFIRMATION EMAIL

02.

THE PRODUCT LABEL

03.

THE PRODUCT ITSELF AND ITS PACKAGING

You can already access to the return form with the following QR and fill in the fields following the indications. We help you with the most complicated ones!

SPANISH GOURMET
IBERIC BOX
EXPERIENCE

RETURN FORM

The date of completion will be the same as the date you received the mail.

Name *

Telephone *

Email *

Order number *

Date of Purchase *

You will find the order number in the confirmation email.

Products to be returned *

Product description

Here you must enter the exact name that appears on the product band.

MALETÍN JAMÓN DE CEBO IBÉRICO 50% RAZA IBÉRICA

Reason of return *

Please enter the necessary information here so that we can help you resolve this issue...

The label will indicate you whether it is a case or a torpedo. If not, it will be a piece.

Type of Product (Press "Ctrl" to select more than one option) *

Piece
Case
Torpedo

Image of the damaged product *

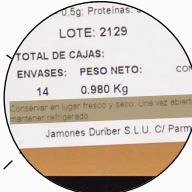Seleccionar archivo   Ningún archivo seleccionado

If the quality of the product has been compromised, please answer the following questions

At the time of receipt, the product was received at the temperature indicated on the label?

Did you kept the product at the temperature indicated on the label?

You can see the conservation conditions on the label.

LOTE: 2129
TOTAL DE CAJAS:
ENVASES: PESO NETO:
14   0.980 Kg

Did the product retain its organoleptic characteristics at the time of delivery (colour, smell, taste and texture) or were they lost in a couple of days?

If the issue is related to packaging, answer the following questions:

Has the protective box (made of cardboard) been damaged? Has this affected the product?

Has the product´packagin been damaged and affected the product?

Check the product and its packaging carefully.

Improvement Ideas:

Share your feedback with us. We would really appreciate it!