

# Repair form



**NOTE:** You can easily solve many problems yourself.  
Therefore, always first check the instructions at: [www.shoefresh.eu/repa-en](http://www.shoefresh.eu/repa-en)

- Does this not work? Then follow the steps below:
- Print this document, fill in all the details and add it to your return.
  - Stick your return label (page 2) on the box in which you return the Shoefresh.
  - Drop off your package at a PostNL, bpost or Deutsche Post point.

<b>Full name</b>	<input type="text"/>
<b>Street + number</b>	<input type="text"/> <input type="text"/>
<b>Postal code + city</b>	<input type="text"/> <input type="text"/>
<b>Country</b>	<input type="text"/>
<b>E-mailadres</b>	<input type="text"/>
<b>Telephone number</b>	<input type="text"/>
<b>Invoice/order number</b>	<input type="text"/>

If you didn't buy the Shoefresh via shoefresh.eu or bol.com, please add a copy of your proof of purchase.

## What seems to be wrong?

- The temperature sensor doesn't work (the LED-display shows the code 'E1')
- The Shoefresh drying process doesn't work (the LED-display shows the code 'E2')
- The fan doesn't work (the LED-display shows the code 'E3')
- The Shoefresh doesn't respond (black screen and device doesn't start).
- The Shoefresh doesn't start when shoes are placed over the holders.
- The Shoefresh starts when there are no shoes placed over the holders.
- The Shoefresh keeps restarting (is stuck in the first program).
- The ozone generator doesn't work (i don't smell any ozone during the first step)

Comments

The details below are filled in by the Shoefresh staff.  
We will send this form back along with your Shoefresh.

Repair description / replaced parts	Signature	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>



IBRS/CCRI N°: 10056



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**Réponse payée / Reply Paid**

**Pays-Bas / The Netherlands**

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***Shoebrand B.V.***

Int. Business Return Service

I.B.R.S. / C.C.R.I Numéro / Antwoordnummer 10056

5060 VB OISTERWIJK

THE NETHERLANDS



*This is a UPU accepted label for returning goods up to 2kg free of charge to an international reply number.  
Please do not charge the customer. See <http://www.upu.int/en/activities/letter-post-development/ibrs.html>*