

Return and exchange form

Return policies:

All goods can be returned within 21 days of receiving the shipment without giving a reason. The returned goods must be packed in the original packaging and unused! You can choose either to receive a refund or an exchange for other goods. We will process and send the refund within 14 days of receiving the returned goods. If you request an exchange, we will send you the new goods immediately upon receiving the returned goods. Do not send the shipment by cash on delivery, it will not be accepted!

ATTENTION: If you have paid via a credit card, the money will be refunded to that card and you will see the payment in the internet banking in a tab called "card transactions" as a positive card movement, not as an incoming payment.

Invoice number

Reason for the return/exchange:

Returned goods:

Quantity	Catalogue number	Goods type	Size	Color	Price

In the case of an exchange create a new order on the wanted goods, choose to pay via a bank transfer (but do not pay!!) and write the word "exchange" into the comment section of the order; and also write it into the form below

Quantity	Catalogue number	Goods type	Size	Color	Price

In the case of a refund request:

Invoice number	
Forname and Surname	
Address (including post code)	
E-mail	
IBAN number of your bank account	

Goods for a return or for an exchange ship to the address mentioned on the returns/exchange page on our website based on the country you live in.