



# Return form Afro LoLo

## Return conditions

Not completely satisfied with the product? You have the option to return the product within 14 days of receipt. To do so, follow the steps below.

### Packaging

- Pack the products in their original condition and packaging in a box
- Place the completed return form in the box
- Stick the supplied return label clearly visible on the box

### Shipping package

- Hand in the package at the post office
- Keep the proof of postage well

## Refund

### When do we pay you back?

We will transfer the costs incurred by you (purchase costs and original shipping costs) to you within 30 days after cancellation.

### What do you get back?

You will receive a full refund of the purchase price, including the original paid shipping and payment costs.

### Where do I receive the refunded amount?

We will refund the amount in the same way as you paid. Can't do this? Then we will contact you.

### Costs for returning

The costs for the return shipment are for your own account. Are you returning a product because it is damaged or delivered incorrectly? Then we reimburse these costs afterwards.



## Return form

Send this completed form along with the return shipment.

### Details

Name:	Ordernumber:
Address:	Clientnumber:
Postal code:	IBAN:
City:	Account holder:
Phonenumber:	Date:
Email:	

### Reason of return:

<input type="radio"/> Defect	<input type="radio"/> Double delivery
<input type="radio"/> Wrong product	<input type="radio"/> Does not meet expectation
<input type="radio"/> Damaged	<input type="radio"/> Ordered wrong
<input type="radio"/> Other:	

### Items

Number	Articlenumber	Description

### Message

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## Return instructions

### Return

#### Make sure that:

- The articles are complete and undamaged
- The articles are in original and undamaged packaging
- That the copy invoice and return form are enclosed

#### Useful tips

We try to process your return as quickly as possible. Here are some more helpful tips.

- Make sure you pack the items properly so that they are not damaged during transport.
- To save on waste, you can use the box in which we sent the product to you.
- Make sure the address label is legible.

#### Send

Take the package to a post office of your choice. Here you will receive a proof of shipment. Keep this well until the return has been fully processed. This is your proof that the package has actually been sent and can be requested in case of loss during transport.

#### Handling

As soon as the return shipment has been processed by us, you will receive an automatic message about this. Of course we try to do this as soon as possible. Have you not heard from us after 14 days? Then please contact our customer service.

Cut out the address label below and place it visibly on the box

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**Afro LoLo**  
Afdeling retouren  
**Ratelaar 4**  
**3248BN Melissant**