

Remarks (optional)

Instructions

Before packaging to return

Make sure that:

- The items are complete.
- The items are in their original packaging, unwashed and undamaged.
- The invoice and filled in return form is included.

Sending back the items

1. Send the filled in Return Form by email to info@survival-dutch.nl within 14 days after receiving the items.
2. Print the filled in Return Form.
3. Put the printed filled in Return Form together with the item(s) you would like to return and your invoice in the box.
4. Address the box to the following address:

Survival Dutch
Att. Returns
Ballonstraat 77
2312 LJ Leiden, the Netherlands

5. Bring your package to your local post office.
 - a. Please note that shipping back the item(s) is at your own cost.
 - b. The items must be sent within 14 days after you have sent us the return form by email (step 1).
6. Once we have received the items and the conditions are met, we will pay you back the price you paid for the item(s) and the shipment price you paid when you placed the order.
 - a. We will make a refund within 14 days after you have informed us about cancelling your purchase (step 1), under the condition that we have received the items you have returned.

- b. We strive to use the original payment method you used for the purchase. If this is not possible we will contact you.
- c. You will only receive a refund of the shipping costs (more specifically, the shipping costs you made when placing the order) if all the items are returned.

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

Sender

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Survival Dutch
Att. Returns
Ballonstraat 77
2312 LJ Leiden