Information on cancellation / return

Return

If you want to return one or more products you have to register the return shipment by 'My Tickets' in 'My account'.
You can inform us which product you want to send back. Also you can indicate whether you wish to receive
a different product, for example a different color or size. You may also fill out the form and send it back with the products.

This return message has to be done within 14 days after placing the order.
If your order has already been sent you should return the products within 14 days after the receipt date. The receipt date is the day on which the parcel has been received according the Track & Trace code, whether or not by a delegate.

After the return announcement you will receive a message with possibly a credit note. We will repay the amount as soon as possible, included the additional charges (for instance shipping costs in case of sending back the whole order.
The return costs will be for your own account.

In case of return the products must be sent back undamaged and in a solid, preferably original packaging to:

Bouten & Zoon V.O.F.
Veegtesstraat 13
5916 PG Venlo
The Netherlands

Exception to return

Tanning products cannot be returned when the sealed closure is broken or opened. Sending open packages of these chemical, toxic and/or harmful products causes risks for health and/or environment.
In accordance with the law "selling on distance" these articles should not be sent back. Products that we have to order specially for you like special forms or eyes cannot be returned.

RETURNFORM

Complete this form when returning.

To: **Bouten & Zoon V.O.F.**
Veegtesstraat 13
5916 PG Venlo
The Netherlands

boutenbv@online.nl

Herewith I announce that I recall our agreement concerning the sale of the following goods:

....

....

....

....

Ordered on (date): ....

Invoice number: ....

Ordernumber: ....

Received on (date): ....

My details are:

Name:..

Address:..

ZIP-Code and city: ....

IBAN Account number: ....

Signature:

(only when this form

is filled out on paper) ....

Date: ....