

## **Return form Return Policy**

Still not satisfied with the product?

You have the option to return the product within 14 days of receipt. To do this, follow the steps below..

### **Sign up**

- Send an email to [returns@koteryart.com](mailto:returns@koteryart.com) and register your return

### **Packaging**

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

### **Shipping**

- Dropp off the letter to the post office

### **Refund When do we pay back?**

We will refund your costs (Purchase costs and the original shippingcosts) within 14 days after revocation.

### **What is the refund?**

You will get the full purchase price back, including the originally paid shipping and payment costs.

### **Where do I receive the refunded amount?**

We will refund the amount in the same way as you paid.

### **Does this not work?**

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 was damaged or delivered incorrectly?** Then we reimburse these costs afterwards.

# Formulier voor herroeping

(dit formulier alleen invullen en terugzenden als u de overeenkomst wilt herroepen)

— Aan

**KOTERYart**

**Muggenbergstraat 19**

**5045 DH Tilburg**

**Nederland**

— Ik/Wij (\*) deel/delen (\*) u hierbij mede dat ik/wij (\*) onze overeenkomst betreffende de verkoop van de volgende goederen/levering van de volgende dienst (\*) herroep/herroepen (\*):

— Besteld op (DD-MM-YYYY) :

— Bestelnummer :

— Ontvangen op (DD-MM-YYYY):

— Naam/Namen consument(en)

— Adres consument(en) :

— IBAN Rekeningnummer:

— Handtekening van consument(en) (alleen wanneer dit formulier op papier wordt ingediend)

— Datum(DD-MM-YYYY):

(\*) Doorhalen wat niet van toepassing is.

# Return form

(only complete and return this form if you wish to revoke the contract)

- At

**KOTERYart**

**Muggenbergstraat 19**

**5045 DH Tilburg**

**The Netherlands**

— I/We (\*) share(s) (\*) hereby inform you that I/we (\*) revoke/revoke our contract concerning the sale of the following goods/provision of the following service (\*):

— Ordered on (DD-MM-YYYY) :

— Order number :

— Received on (DD-MM-YYYY):

— Name(s) of consumer(s)

— Address consumer(s) :

— IBAN bank account:

— Signature of consumer(s) (only if this form is submitted on paper)

— Date (DD-MM-YYYY):

(\*) Doorhalen wat niet van toepassing is.

### **Instruction to return**

Return

#### **Make sure that:**

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

#### **Useful tips**

We try to proceed your return as soon as possible. Here are some useful tips.

- Make sure that the articles are wellpacked so they cannot damage during transportation.
- Make sure the address label is legible.

#### **Shipping**

Take the package to a post office of your choice. Here you will receive a shipping receipt.

Keep it safe 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.

You will be notified automatically as soon as the return has been processed by us.

We try to do this as quickly as possible. Have you not heard from us after 14 days? Please contact [returns@koteryart.com](mailto:returns@koteryart.com)

Cut out the address label below and place it visibly on the envelope\_\_\_\_\_

*Patrycja Paluszek KOTERYart*

*Muggenbergstraat 19*

*5045 DH Tilburg*

*Nederland*