

SUSAN BIJL®

RETURNS FORM

Your details

FULL NAME:
ORDERNUMBER: ORD
EMAIL:
PHONE NUMBER:

What items are you sending back to us?

Item	Product name*	Size	Colour
1.			
2.			
3.			
4.			

* Shopping Bag, Pouch, Strap, Bum Bag, Foldable Backpack, Backpack, Protectable or Raincoat.

Reason for return:

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RETURNS INFORMATION

We also accept returns in our Rotterdam store (Mauritsweg 45a).

We accept returns during 14 days following the delivery of this order. After 14 days, we cannot accept any exchanges or returns.

Please follow our instructions below if you wish to return an item:

1. Complete the details of your return in the table above and enclose it together with your returned items.
2. We only accept returned items in their original packaging and with all the labels attached.
3. Send your package to:

SUSAN BIJL TAV RETURNS

Mauritsweg 45a
3012 JV Rotterdam
The Netherlands

The package is your responsibility until it reaches us. For your protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. Make sure you get a tracking number for your shipment.

The cost of returning the item to us is at your expense.

All correctly returned products will be credited as a refund to the original purchaser's credit or debit card excluding all shipping costs, international customs duties and sales taxes.

Once your returned item has arrived, we'll need 6-8 business days to process it. Please allow an additional 2-3 business days for the transaction to appear on your bank account.