

## **Thank you for your order!**

Have fun using your product. If the product does not meet your requirements, if you want to exchange or return it, this can be done within 14 days after receipt.

### **Register your return online**

You can register your return online as follows:

1. Log in to your account at trans-missie.com. If you don't have an account yet, you can easily create one by requesting a password reset at the registered e-mail address.
2. When you are logged in, click on "my orders". Then go to the relevant order.
3. At the bottom of this page you can click on "return items".
4. Now select the items that you are going to return.
5. Indicate below the return reason, the desired return and a possible response (replacement size, color, product). And press "send."

### **Conditions:**

Products must be returned in the original condition and packaging. The products are therefore **unused, clean, free from tobacco or perspiration, complete and undamaged**. For hygienic reasons, products such as the Mr. Limpy or other prostheses are only taken back if the packaging seal is still intact.

In order to process your return shipment as quickly as possible, we request that you complete the return details online. If there are any questions from our side, we will contact you.

## **Now you can return your products in 2 ways:**

### **1. You can return your product to our workshop**

(Visseringweg 3 A) in Diemen. Mail or call in advance for an appointment.

Email: [transmissiemode@gmail.com](mailto:transmissiemode@gmail.com)

Telephone: 0031 -20-7798806

Take your invoice with you when returning it. If the product is returned without damage and traces of use, the purchase amount will be returned to you.

### **2. You can return the product via a postal service.**

We ask you to:

- Return the product in a box (for example the original shipping package) or a sturdy envelope.
- Enclose a "copy of" or the original invoice.

**Note: You must frank the return shipment yourself and pay for the shipping costs. Return costs are for your own account.**

After receipt and evaluation of Trans-Missie, the purchase amount will be paid as soon as possible or at the latest within 14 days after receipt of the product.

### **Returnaddress:**

Trans-Missie

Danaë Kurvers

Visseringweg 3 A

1112 AS Diemen Holland