

# ONTOUR RETURN / EXCHANGE FORM

Please add this form to your return package and send the package to:

Heavens Playground  
Hoofdstraat 129  
2202 EX Noordwijk  
The Netherlands

Date: \_\_\_\_\_

Order number: \_\_\_\_\_

## What would you like us to do?

Refund

Exchange for a different product:

Product name: \_\_\_\_\_

Price: \_\_\_\_\_ Size: \_\_\_\_\_

## Reason for return:

- The product was defective
- The product did not fit
- The product does not meet expectations
- The wrong product was delivered
- Other \_\_\_\_\_

## Returned product information

Product name: \_\_\_\_\_

Price: \_\_\_\_\_ Size: \_\_\_\_\_

Customer name: \_\_\_\_\_

Address: \_\_\_\_\_

Post code + city: \_\_\_\_\_

Country: \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_

PLEASE NOTE: Repack the item in its original packaging. The item must be unworn, unwashed, not modified or damaged.

If you have not received a confirmation email indicating the status of your return, please contact us via [support@ontour.nl](mailto:support@ontour.nl)