

## Return form

### Return conditions

Still not satisfied with the product or is the ordered size too small? Within 14 days of receipt, you have the option to return the product. To do so, follow the steps below.

### Announce

- Login via your account Go to "My Orders" → Select the order/products you want to return.

Don't have an account? Please send an e-mail to [info@sneakermood.eu](mailto:info@sneakermood.eu) with the following information

- Order
- Reason for return
- Which product from your order you want to return
- The desired solution
  - Receive a refund
  - Exchange for a different size or sneaker
  - SneakerMood online credit

### Packaging

- Pack the products in their original condition and packaging in a box
- Place the completed return form in the box
- Use your own shipping label or download it via the Myparcel link

### Shipping

- Drop off the package at the post office
- Keep the proof of postage safe (at your own risk)

## Refund

### When do we refund?

We will transfer the costs incurred by you (purchase costs and original shipping costs) to you within 3 to 5 working days after withdrawal.

### What do you get back?

You will receive a full refund, including the original shipping and payment costs.

### Where will I receive the refunded amount?

We will refund the amount in the same way as you paid. Is this not possible? 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 will reimburse these costs afterwards.

## Return form

Fill out this form and send it along with the return.

### Data

Name:	Order:
Address:	Date:
Zip code:	

### Reason for return:

<input type="radio"/> I ordered the wrong size	<input type="radio"/> The ordered size does not fit
<input type="radio"/> I received the wrong size	<input type="radio"/> The product is different from the one shown in the photo
<input type="radio"/> The material is not as expected	<input type="radio"/> The color/design is not as expected
<input type="radio"/> The product was delivered damaged	<input type="radio"/> The product is damaged or broken after a short period of use
<input type="radio"/> The product is incomplete, please indicate what is missing:	<input type="radio"/> I have received a completely different product
<input type="radio"/> Other, namely:	

### Return items

Number	Article number	Definition

**Explanation****Return Instructions****Return**

Make sure that:

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

**Helpful Tips**

We will try to process your return as soon as possible. Here are some more useful tips.

- Make sure you pack the items properly so that they don't get damaged during transport.
- To save waste, you can use the box in which we sent the product to you.
- Make sure the address label is legible.

**Send**

Take the package to a post office of your choice. Here you will receive a proof of postage. Keep it safe until the return is fully processed. This is your proof that the package has actually been shipped and can be requested in case of loss during transport.

**Handling**

As soon as the return has been processed with us, you will automatically be notified. Of course, we try to do this as quickly as possible. Have you not heard from us after 5 working days? Please contact our customer service via Whatsapp or email.

**Cut out the address label below and stick it visibly on the box**

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**Sender**

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.....  
.....

Return address

**SneakerMood  
Zadelmakerstraat 7  
2984 CC Ridderkerk  
Netherlands**