



## Return form

[www.joeeps.nl](http://www.joeeps.nl)

## Have you ordered the wrong product, is the product damaged/broken or are you not satisfied?

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You can return your ordered product to us within the specified period of 14 days return.

Only if your return meets the conditions will your purchase amount be refunded will be refunded.

Please note that the refund can only be made to the account with which the purchase was made, as this process is done through us automated system.

### Conditions:

- Your product is in the original, undamaged packaging
- Have you ordered a sealed product?  
(Smartphones, tablets and/or Airpods/earbuds/headphones)  
Then the seal should not be broken. These items are excepted from the right of withdrawal after breaking the seal.  
Would you still like to return the product?  
Then we are obliged to make a depreciation of 30% of it purchase amount to be applied.
- Your product is undamaged
- This returns form is included in the package with your product.

Always return your product as a package with track and trace. That way the package can be tracked. Joeps cannot be held responsible held for the loss of a returned package.

Do you have any questions about these conditions?

Please contact us at: [info@joeps.nl](mailto:info@joeps.nl)

## Your details:

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

Date of purchase: \_\_\_\_\_

Name: \_\_\_\_\_

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

Postal code and place of residence: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

### Return reason:

- Received a different item than ordered
- Item/packaging is damaged
- Article is incomplete
- DOA (Dead On Arrival)
- Item no longer works, namely: \_\_\_\_\_

### Desired solution:

- New article
- Refund of purchase amount
- Otherwise: \_\_\_\_\_

### Return address:

IM BV  
Melbourne Street 26B  
3047 BJ Rotterdam