



*House of Bears*

## **FOR RETURNS WITHIN THE NETHERLANDS**

We regret to hear your order does not meet your expectations. We are not satisfied until you are! Below you find the instructions for returning an order.

### **RETURN PROCEDURE NETHERLANDS:**

Step 1: Put the products you want to return in a sturdy box.

Step 2: Add the return form.

Step 3: Take the package to a PostNL location ([www.post.nl/locatiewijzer](http://www.post.nl/locatiewijzer)).

Step 4: At PostNL you will receive a proof of the return shipment. Keep this in a safe place.

Step 5: We take care of the rest!

<b>NAME</b>	
<b>ORDER NUMBER</b>	
<b>ORDER DATE</b>	

<b>PRODUCT DESCRIPTION</b>	<b>PRODUCT NUMBER</b>	<b>NUMBER</b>	<b>REASON OF RETURN</b>

**Please fill in the return form completely.**

\*You have 14 days to indicate that you want to return and/or to return the products. On the next page you will find more information about this.

**QUESTIONS? PLEASE CONTACT OUR CUSTOMER SERVICE.**

E-mail: [klantenservice@houseofbears.com](mailto:klantenservice@houseofbears.com)

Phone: +31 (0)6

## **WHAT REQUIREMENTS DOES MY RETURN SHIPMENT HAVE TO MEET?**

- Preferably return the products in the box in which the order was delivered.
- Return the products in as original packaging as possible.
- We ask you to include a completed return form.
- The item must not have been worn, washed or damaged. The labels must be attached to the item.
- Be careful with makeup: an item with make-up stains will not be accepted.
- An item with a strong scent (think of smoke, perfume) will not be accepted.
- If there is damage to the product, you as the customer are responsible for the decrease in value.
- No washing warranty will be issued; problems after washing are on your own responsibility.
- If you are in doubt about the return options, please contact us to discuss this.

## **UNTIL WHEN CAN I RETURN THE ITEMS?**

You have 14 days you indicate you want to return items. If you have ordered more than one product at a time, the period will start to run after you have received the last item. From the moment you have indicated that you want to return your item, you must send it within 14 days. After this period, returns are no longer possible.

## **WHO PAYS THE COSTS OF THE RETURN SHIPMENT?**

You have to take care of the costs of the return shipment yourself. It is not possible to return a C.O.D. order.

## **WHAT IF THE DELIVERED ITEM IS BROKEN?**

Our advice is to check the article for defects immediately upon receipt. If it appears that the article is damaged, please contact us as soon as possible.

## **HOW LONG DOES IT TAKE FOR THE AMOUNT TO BE REFUNDED TO APPEAR ON MY ACCOUNT?**

Within 14 days after proper receipt of the return you will have the amount on your account.

## **WHAT AMOUNT WILL I GET BACK?**

You will be refunded the purchase value of the product if the return complies with the return conditions. If the return is less than the free shipping amount, the shipping costs will be deducted from the amount to be refunded.

**EXAMPLE 1:** You have ordered items worth € 30,- and decide to return € 10,- in products. In this case, you will receive € 10,- back.

**EXAMPLE 2:** You have ordered items for € 60,- for delivery in the Netherlands and decide to return € 20,- in products. In this situation the original value of the order is € 40,-. You are no longer entitled to free shipping and the amount to be received is € 20,- minus the shipping costs associated with the chosen shipping method.