



Your return in two steps

Step 1 Register your return

Using the form

Complete the returns and withdrawal form and include it in your return parcel. We will then register the return in your customer account.

Via your customer account (www.pockwear.com/account)

To register a return through your customer account, you need to be a registered customer. If you placed your order as a guest, create an account using the same email address you used for your order.

1. Log in to your Pockwear account and open “My orders”.
2. Open the relevant order and select “Return items”.
3. Select the items you wish to return and register your return.

Step 2 Send your items back

Via MyParcel (pockwear.myparcel.me)

1. Sign in using the tracking number for your original delivery and your postcode. You received the tracking number by email.
2. Create a return shipping label in our MyParcel portal.
3. Request a digital or printed proof of postage and keep it until we have processed your return.

Using a carrier of your choice

1. Choose a carrier.
2. Affix sufficient postage to the shipment.
3. We recommend using a tracked shipping service.
4. Send your parcel to the return address below.
5. Request a digital or printed proof of postage and keep it until we have processed your return.

Return address

Pockwear, Ensingwijk ZZ 33, 7887 EZ Erica, Netherlands

Any questions?

Please contact us at customerservice@pockwear.com.

Returns and withdrawal form

First and last name:

Order number:

Which items are you returning?

Item	Size	Qty	Reason

Reasons for return:

1. The item is damaged.
2. The item is too large.
3. The item is too small.
4. I ordered several items to choose from and am keeping the suitable ones.
5. I received the wrong item.
6. The item does not meet my expectations.
7. Other:

Voluntary 28-day returns policy

You may return your order under our voluntary returns policy within 28 days of receipt. Register your return within this period and hand the parcel to the carrier no later than day 28. To qualify under this policy, items must be free from signs of use and stains. Otherwise, we may decline the return under this policy. Your statutory rights are unaffected.

Statutory right of withdrawal

As a consumer, you may withdraw from the contract within 14 days of receiving your order without giving a reason. After notifying us of your withdrawal, you have a further 14 days to send the items back. Our voluntary returns policy does not restrict this right.