



Return instructions!

You have ordered a product and want to return it after receiving it? No problem. Please follow the instructions below.

- You can return products within 14 days, unused or assembled, in the original packaging. Complete the return form in full and send it with the returned product(s).
- Do you not have a printer? Please send a covering letter and state the information requested in the return form.
- Pack the product neatly as you received it.
- Please do not use Duct Tape or colored tape on the packaging.
- Please never write on the packaging!
- Please stick the new address label from PostNL, DHL or other courier services on the old shipping label.
- Sufficiently stamp your return shipment. We advise you to send the shipment with 'track and trace' and with 'signature' service. ATOYS is not responsible for loss or damage to your shipment.
- We will process your return as soon as possible. Have you not received a credit note within 5 working days? Please check the tracking details of your shipment first. These will indicate whether we have already received your return. If necessary, please contact our customer service.
- The purchase amount will be transferred in the same way and to the same account number with which you paid for the order.

Reimbursement for returned products is as follows:

- 100% for a product + original packaging in new condition.
- 75% for a product with damaged original packaging.
- 0% for damage or signs of use. We can send the product back to you upon payment of the shipping costs.

RETURN FORM

Order number:

Or

Invoice number:

Product code	Product name	Quantity

First and last name	
Street + No.:	
Postcode + city	
Country:	
Phone number:	
E-mail:	

* The purchase amount will be transferred in the same manner and to the same account number with which you paid for the order.

Reason for return:	
Any comments:	

Date:	Signature:
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Return address: ATOYS
Mensfortweg 26
5627BR Eindhoven
Netherlands