

## Return form

Returning goods is only possible after contacting us ([info@topfanz.com](mailto:info@topfanz.com)) and after you've received confirmation from Topfanz.

Goods need to be returned to the address that Topfanz will communicate to you, and this within 14 calendar days of receipt.

The amount of the returned goods will be refunded within 2 weeks after receipt of the goods. In case of a swap for other goods, the buyer will have to pay for the difference (if any) before the goods will be sent. For accountancy reasons Topfanz might ask to make a new order, whilst the original goods will be refunded.

In all cases, the items returned must be in their original condition, which includes tags and any packaging. All goods will be inspected on return.

We recommend that you ensure the return shipment as you are under a duty to take reasonable care of the goods and will be liable for damage to them until we receive them. We also recommend that you retain proof of sending. You will also need to pay for the sending if you're shipping from outside of Belgium.

Order number: .....  
(see top right of the invoice you've received by mail)

Date of receipt: .....

Number of goods returned: .....

First Name: ..... Latst Name: .....

Address: .....

Postcode: ..... City: .....

Telephone: ..... Email: .....

Your bank account: .....

**Please choose the reason for returning the goods:**

The ordered goods were damaged upon receipt

I would like the same article but in a difference size, namely: .....

I have ordered the wrong article and would like:

- a refund
- swap the article for the following article:  
.....

Other: .....

Topfanz will confirm by email to which address you may send the returned goods.