

## Returns Form

**If you're not completely happy with your purchase you can return it within 14 days.**

Please note that returns will only be accepted if they are sent within 14 days of dispatch and only when send with a completed returns form. Please indicate on this form which item you are returning along with the reason for return.

**Please fill in as much detail as possible.**

This will help us to process your return quickly and will also allow us to improve our selection of stock and our order process.

Item name or Item number	Reason Number	Your Data
1. <input type="text"/>	<input type="text"/>	<p>I am <input type="radio"/> Private customer <input type="radio"/> Business client</p> <p>* Order number (9 to 14 digits ) <input type="text"/></p> <p>* Initials <input type="text"/> * First Name <input type="text"/></p> <p>* Last Name <input type="text"/></p> <p>* Postal/zip Code <input type="text"/> * Street Number <input type="text"/></p> <p>* Email Address <input type="text"/></p> <p>* Country <input type="text"/></p> <p>* Bank account (IBAN &amp; BIC/SWIFT) <input type="text"/></p> <p>* Signature <input type="text"/></p>
2. <input type="text"/>	<input type="text"/>	
3. <input type="text"/>	<input type="text"/>	
4. <input type="text"/>	<input type="text"/>	
5. <input type="text"/>	<input type="text"/>	
6. <input type="text"/>	<input type="text"/>	
<p><b>I am returning the following item(s) because:</b></p> <ol style="list-style-type: none"><li>1. Damaged or faulty</li><li>2. Incorrect item received (packing slip does <u>not</u> match item received)</li><li>3. Incorrect item received (packing slip matches item received)</li><li>4. Unable to use item (incompatible electrical plug/outlet or voltage)</li><li>5. Item isn't as expected</li><li>6. No reason given*</li></ol> <p>* Please check terms here: <a href="http://shop.holland.com/en/overview">shop.holland.com/en/overview</a></p>		

## Return items in 6 steps

- 1. Please complete all mandatory fields in this form, and as much additional information as possible.**
- 2. Print this return form and address label.** (see below)
- 3. Enclose the completed form in your return parcel and ensure that return items are packed sufficiently to avoid damage – please use the original packaging where possible.**
- 4. Affix the address label to the outside of the parcel, covering the original delivery address or making sure that the original delivery address is no longer visible.**
- 5. Send the parcel from your local post office.** (return postage will not be refunded)
- 6. Ensure that you receive proof of postage when sending your parcel and keep this until you receive an email confirmation from Holland Design & Gifts, confirming that we have received your returned item(s).**

You will receive a refund within 14 days after we confirm receipt of your returned item(s). Refunds are processed to the bank account matching the details you include on this form.

### Do you still have questions?

Our customer service team is happy to help you!

You can reach the Holland Design & Gifts customer service team

Monday to Friday (9 AM till 9 PM) and on Saturdays (9 AM till 5 PM):

E-mail: [service@hollanddesignandgifts.nl](mailto:service@hollanddesignandgifts.nl)

Phone: 0031 (0) 6 - 239 598 41 (mobile phone rates)

See you on > [shop.holland.com!](http://shop.holland.com!)

\* Cut address label off and paste it firmly on your return package, ensure that other addresses are unreadable



Sufficient  
postage

## Returnaddress

Holland Design & Gifts  
via Misi Fulfilment  
Spectrumlaan 31  
2665 NM Bleiswijk  
The Netherlands