

Returns & Exchanges: What & How ?

First name or initials: -----

Surname: -----

Street and Number: -----

Place name: -----

Postal / Zip code: -----

Country: -----

Email: -----

Order number: -----

Reason for return (please tick):

- item does not meet my expectations
- wrong item
- item does not fit
- item is damaged
- other reason, being: -----

Return item(s):

Item number	Name	Size	Quantity
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----

Please exchange for:

Item number	Name	Size	Quantity
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----
-----	-----	-----	-----

If you wish a refund, please quote your bank account number below:

RETURNS

We understand that clothing is very personal. So if you purchased item is too small, too large, or does not live up to your expectations, we will be happy to give you a full refund. The item must be returned to us within the approval period of 14 days after receipt. We will also refund the shipping costs you originally paid. All returned items must be unworn, in their original condition and with all original tags and labels attached. Naturally, we do not consider an item that has been tried on as a worn item. We cannot refund or exchange items damaged by the customer or damaged in transit as a result of inadequate packing by the customer. Please try on carefully to prevent tearing and other damage. Items found to be marked with make-up or deodorant or any other smudges or staining will not be accepted. Please also be aware that we will not refund on items returned to us that smell of perfume, body odour or tobacco. Two-part dresses, suits and any other multiple-part items sold as a set can only be returned as a set; separate parts can not be returned. The return item must be sent to us fully prepaid, carefully packed in its original packaging. If the garment(s) arrived extra-packed in a Chairmelotte carrier bag, this bag is yours to keep. Please ensure you include the original invoice and the completed Returns form. You will be responsible for paying for your own shipping costs for returning your item. Please indicate on the Returns form that you wish a refund and state the bank account number to which we can transfer the refund.

EXCHANGES

Would you like to exchange an item for the same item in a different size or colour? Please check if it is available in the online store. If it is, simply fill in the details of this item on the Returns form. If you find it is not available or if you had already decided you would prefer a different article, have a look around the store to find a replacement. Then fill in the details of the replacement item on the Returns form. If you wish to exchange for a more expensive or a less expensive item, we will arrange with you for the price difference to be paid by you or refunded by us. The return item must be sent to us fully prepaid, carefully packed in its original packaging. Please ensure you include the original invoice and the completed Returns form. You will be responsible for paying for your own shipping costs for returning your item. If you have not found a suitable replacement item, please indicate on the Returns form that you wish a refund and state the bank account number to which we can transfer the refund. Please note: the original invoice must always be enclosed in your return parcel.

WHAT IF YOU HAVE RECEIVED THE WRONG ITEM?

We apologise if you have received the wrong item or size by mistake. Of course we will pay for the shipping of the return. Would you be so kind to send the item back to us fully prepaid? Pack it carefully in its original packaging, enclosing the original invoice and the completed Returns form. We will refund the shipping costs as soon as possible (within 30 days) into the bank account number stated.

RETURN ADDRESS

To return your order, you should mail it to:

Chairmelotte Wheelchair Couture
Mailbox 2418
5224 VJ DEN BOSCH
The Netherlands

When you return your item please remember to ask the post office for a receipt, which you should keep as proof of sending until you have received your replacement or your refund. We cannot be held responsible for goods lost in transit to us if you do not have proof of posting.

COMPLAINTS

If you receive a damaged item, please contact our customer service as soon as possible at inquiries@chairmelotte.nl. For any other complaints you can also contact us by email. We will confirm receipt of your complaint by email within seven working days of receiving it. We will do our utmost to resolve the problem to your satisfaction.

WARRANTY

If an item fails to meet the usual quality requirements for a reasonable period of time, we will repair, replace, or refund the item. Warranty in accordance with legal consumer rights.

Chairmelotte Wheelchair Couture
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