

Return form

Return conditions

Still not satisfied with the product? You have the option to return the product within 10 days of receipt. To do so, follow the steps below.

To Register

- Go to www.jarnoerrens.com/contact and register your return

Packaging

- Pack the products in their original condition and packaging in a box
- Place the completed return form in the box
- Stick the supplied return label clearly visible on the box

Dispatch

- Hand in the package at the post office
- Keep the proof of postage well

Refund

When do we pay back?

We will transfer the costs incurred by you (purchase costs and original shipping costs) to you within 10 days after cancellation.

What do you get back?

You will receive a full refund of the purchase price, excluding the originally paid shipping and payment costs, which are for you.

Where do I receive the refunded amount?

We will refund the amount in the same way as you paid. Can't do this? Then we will contact you.

Costs for returning

The costs for the return shipment are for your own account. Are you returning a product because it is damaged or delivered incorrectly? Then we reimburse these costs afterwards.

Return form

Send this completed form along with the return shipment.

Information:

Name:	Order number:
Address:	Client number:
Postal code:	Bank number:
Place	name of account holder:
Phonenumber:	Return date:
E-mail:	

Reason of return:

<input type="radio"/> Defect	<input type="radio"/> Supplied twice
<input type="radio"/> Wrong item	<input type="radio"/> Does not meet expectation
<input type="radio"/> Transport damage	<input type="radio"/> Ordered incorrectly
<input type="radio"/> Other:	

Return items

Quantity	Article number	Description

Explanation

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Return instructions

Return

Make sure that:

- The articles are complete
- The articles are in original, undamaged packaging
- That the copy invoice and return form are enclosed

Useful tips

We try to process your return as quickly as possible. Here are some more helpful tips.

- Make sure you pack the items properly so that they are not damaged during transport.
- To save on waste, you can use the box in which we sent the product to you.
- Make sure the address label is legible.

To steer

Take the package to a post office of your choice. Here you will receive a proof of shipment. Keep this well until the return has been fully processed. This is your proof that the package has actually been sent and can be requested in case of loss during transport.

Handling

As soon as the return shipment has been processed by us, you will receive an automatic message about this. Of course we try to do this as soon as possible. Have you not heard from us after 10 days? Then please contact our customer service.

Cut out the address label below and place it visibly on the box

Sender

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Jarno Errens
Afdeling retouren
Parallelweg-zuid 41 Hulsberg
6336VR