

Dear customer,



We would like to thank you for your order at Sportslabel BV.

We hope you are satisfied with your purchase, and we hope it will meet your expectations. When you rather would like to return one or more products to our company this is of course not a problem. To lead this in the right direction you have to comply the following conditions:

1. Returned products have to be delivered unused and complete in an undamaged product packaging. You have to return the product(s) in the original packaging and **please do not stick tape or stickers on the product packaging!**
2. The product(s) must be sent by post, fully franked to:

Sportslabel BV Returns department | Hendrik ter Kuilestraat 163 | 7547SK Enschede | The Netherlands

3. For a quick settlement of your returned shipment, we kindly request you to fill in the following information clearly and send this form together with your return shipment.

Your information

Order number	
Last Name	
Address	
Zip code/Place of residence	
Telephone number	
E-mail address	
IBAN account number	

Reason of return (* please indicate by article)

- A Delivery of a damaged product
B Product does not fit
C Product does not meet expectations
D Product damaged during use
E Wrongly ordered
F Wrongly delivered
G Other

Article	Article number	Reason of return *
		A / B / C / D / E / F / G
		A / B / C / D / E / F / G
		A / B / C / D / E / F / G
		A / B / C / D / E / F / G
		A / B / C / D / E / F / G

Return form: explanation and conditions

Thinking time

At Sportslabel BV all web shop orders do have a thinking time of 14 days. The thinking time (or term of notice) enters the moment you have received the product. With share deliveries the term of notice will enter the moment you have received the last sent article. Within this term you are allowed to view and fit the product, unless otherwise mentioned. After the due date the purchase agreement is final.

Return

Return is not a problem when you will follow our guidelines.

You can return the article within the thinking time of 14 days or when you have a defective article if you comply the rules below:

- Within the thinking time of 14 days you indicate that you would like to dissolve the agreement and that you would like to return the product or that you prefer a replacing product.
- In case of defect of a product. A replacement product is delivered at all times. (Equal or same quality after consultation).
- The articles have to be returned in an undamaged, not written and original factory packaging without (adhesive) tape or (shipping) stickers.
- The articles are complete, not used and undamaged (fitting of clothing and shoes is not considered as use)

Some articles cannot be returned because of hygienic or health reasons. You should think about underwear, dental protection, etc.

Please always check the product directly after receipt if it is undamaged and delivered completely. When not so, please contact us immediately.

Conditions

Opened articles which do not comply with the above rules stay your property. These articles will be returned to you and the costs made will be charged to you. Some articles are not allowed to be returned. This applies to articles:

- Which are personal (Personalized).
- Who cannot be returned because of hygienic or health reasons. You should think about underwear, dental protection, etc.
- Which have been created in accordance with the specifications you have specified.
- Which are specially ordered for you.

Always add the return form on the return shipment and include the reason of return. When you return more than one package and you only have one return form, please add to each package a note with your name, address and order number mentioned.

Upon receipt of your order the goods have become your property. So please make sure that you do have the shipping receipt of the carrier when you send the articles back to us. Only then you are able to claim the sent items with your carrier in case of lost or damage.

Cost of return

The cost of return to Sportslabel BV are always for your own account unless:

- It concerns a wrong delivery, or a defective/damaged article has been delivered to you. In this case you can request a return label at our company by sending an email to klantenservice@sportslabel.eu.

Returned articles will be treated daily. When we have received your return shipment in perfect condition, the refund will be done within 14 working days in the way the payment has been made.

Return address

Sportslabel BV Returns department, Hendrik ter Kuilestraat 163, 7547SK Enschede, The Netherlands