

## Returns form (page 1/3)

When you make a purchase from 4funkyflavours' online store, you have the right to return it within 30 days of receipt without giving a reason (the so-called right of withdrawal). You may evaluate the item within this period, unless otherwise stated. The same applies if the item is reduced, or if the packaging has been opened (insofar as necessary to evaluate the item). We ask you to always use this form when you want to return one or more items.

We will inform you as soon as we received and processed the returned items. This usually happens within 14 days after receiving the returned items. You bear the costs of return postage, 4funkyflavours will only refund these costs if you received the wrong item, or the item was delivered damaged.

### Damaged or defective item?

Please contact us first, before you return an item that is possible damaged or defective. We will discuss which appropriate steps to take in your case. Please send an email to: [service@4ff.eu](mailto:service@4ff.eu)

### Important

Read all the terms & complete return policy at: [www.4funkyflavours.eu/en/customer-service/returns](http://www.4funkyflavours.eu/en/customer-service/returns)

## My details

Name ..... Order number .....

Address ..... Date .....

### Return by post

Send your parcel box or shipping bag to:

4funkyflavours (online shop)  
FAO: Returns Department  
Looyenbeemd 12  
5652 BH Eindhoven  
the Netherlands

#### Tip

*If you mention your order number and postal code on the outside of your return package, we can process the return faster.*

### Returning items to an official store

You can also hand in an item or order in the Adults Outlet Eindhoven or Kids Outlet Eindhoven. Bring the order confirmation with you, together with a completed returns form. You will receive a confirmation of receipt in the shop and your return will be handled later at the office. All items will be inspected at the office upon receipt and processed as soon as possible (within 14 days).

We will refund the money to the same bank account you used to pay us with. No cash can be refunded in the store for purchases made in the online shop.

## Returns form (page 2/3)

For quality improvement of our services, we would like to hear why you want to return an item or exchange it. Use the choices (numbers) below.

### Possible return reason:

- 1 - The item is too small
- 2 - The item is too large
- 3 - The item does not meet the expectations
- 4 - The item is damaged or defective (*please contact us before sending the item back!*)
- 5 - I did not order the item (*please contact us before sending the item back!*)
- 6 - Other reason

### I return the following items:

Article number or name	Size	Quantity	Reason (number)

### Damaged or defective item?

Description: .....

### Refund or credit via discount code? See page 3 for a possible exchange.

- Email me a credit by means of a discount code for a next order + 1x free shipping.  
Note: free shipping only applicable for deliveries within the Netherlands and Belgium.*
- I do not want credit through discount code. Please transfer the amount.  
Note: we will pay the money into the same bank account (or debit/credit card) from which you paid us.*

### Important

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## Exchanges | Returns form (page 3/3)

Would you like to exchange items, for example against another size, or another item, then the following procedure applies:

**1. Place a new order yourself and pay immediately.**

The advantage of this is that an item is reserved for and sent to you faster.

**2. We will credit the returned items when processing the return shipment and return the amount to your bank account or payment card from which you paid us.**

This is standard procedure which is not deviated from, unless a discount code has been explicitly chosen (see bottom returns form, page 2/3).

For exchanges sent within the Netherlands and Belgium we do not charge any new shipping costs. We will therefore also include the original shipping costs when making the credit invoice.

*Yes, I have already placed a new order and paid for my exchange.  
Please credit me the original shipping costs, if this applies to my situation.*

*My new order number is:* .....

**NB For deliveries outside the Netherlands or Belgium, there is no reimbursement of shipping costs and in fact there are no actual exchanges.**

**Important**

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