



JAN VAN DER HOORN SCHAATSSPORT

SCHAATS EN SKEELER SPECIALIST

Dear customer,

RETURN FORM

With this form you will receive your ordered products.

If after fitting of the product one or more items need to be returned. Then there are certain rules about how it is done.

Time for reconsideration

You are able to see and fit your order at home for 14 days. The 14 days will be counted from the delivery date, unless mentioned differently in an article. After this period of 14 days your purchase is official.

Sending back

If you want to send one or more articles back within the 14 days of reconsideration you could do this by mail. You have to send the package back with the attached return sticker and the return form. Make sure you have enough postage! You can keep the invoice. If you send back a package you will receive a submission receipt. Save this well so you can trace your package.

Pay attention to the following for returning your bought article:

- Always return the article in the original packing
- Cards and labels may not be removed
- We can't accept articles which have been worn, used, damaged or any other way they don't fulfil our guidelines as they have been sent back
- Always add the return form, with the completed reason of return

If the above conditions aren't fulfilled your purchase will be official, and we won't give you a refund and send your goods back to you.

Reason of return:

If you want to return something could you be so kind to mark the code with the reason of return on the return form. This will help us to improve the quality of the article and our service. You can choose from the following reasons:

- Code: Reason due appearance
- 12 Defect due damage
 - 13 Price/quality rate does not match the expectation
 - 14 Model is disappointing
 - 15 Material is disappointing
 - 16 Color is disappointing
 - 17 Color doesn't match the picture in the webshop
 - 18 Model doesn't match the picture in the webshop
- Code: General rules
- 19 Several models ordered
 - 20 Article not supplied complete
 - 21 Received wrong article
 - 22 Other:

Refund

Within 5 days after receiving your returns, the paid amount will be refunded on the bank account that is used for the purchase.

Trade

If the products don't fit you can always trade it for a different size, provided that it's on stock. You can contact us by phone about how we are going to handle this. The phone number is: 0172-602677, e-mail: webshop@janvanderhoorn.nl