

Return form

Return terms

Not satisfied with the product? Within 14 days of ordering you have the option to return the product. Follow the steps below. .

Packaging

- Pack the products in original condition and pack them in a box. Make sure the label is present
- Place the completed return form in the box
- Stick the included return label clearly visible on the box

Shipping

- Bring the package to a parcel shipper
- Keep the shipping receipt

Refund

When are we going to pay you back?

We will transfer the costs incurred by you (purchase costs and original shipping costs) to you within 14 days of withdrawal.

What do you get back?

You will receive a full refund, including the original shipping and payment costs paid.

Where do I get the refundable amount?

We will refund the amount in the same way as you paid for the order. Is this not possible for us? Then we'll contact you.

Return cost

The cost of the return is for your own account.. Do you return the product because it was damaged or delivered incorrectly? Then we will pay these costs afterwards.

Return form

Please fill this form in, and put it in the box for the return.

Data

Name:	Order number:
Address:	Customer number:
Zip code:	Iban:
Place:	Account holder name:
Phone:	Return date:
E-mail:	

Reason for return:

<input type="radio"/> Defect	<input type="radio"/> Double delivered
<input type="radio"/> Wrong article	<input type="radio"/> Doesn't meet expectations
<input type="radio"/> Transport damage	<input type="radio"/> Wrongly ordered
<input type="radio"/> Otherwise, namely::	

Return items

Quantity	Item Number	Description

Notes

Return instructions

Return

Make: sure:

- The articles are complete
- The items are original, in a undamaged packaging
- The label is still present
- That the copy invoice and return form are attached

Useful tips

We try to process your return as soon as possible. Here are some useful tips.

- Make sure you pack the items properly so that they don't damage during transport.
- To reduce the waste, use the box in which we sent the product
- Make sure the address label is easy to read.

Send

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

Handling

As soon as the return has been processed, you will be automatically notified. Of course, we try to do this as soon as possible. If you haven't heard from us in 14 days, please contact our customer service..

Cut out the address label below and stick it visible on the box

Sender

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Benelli Juwelier B.V
Return Department
Zuidplein Hoog 804
3083BR Rotterdam