



## RETURN FORM

### Contact & Order information

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Name : \_\_\_\_\_

Order number: \_\_\_\_\_

Order date : \_\_\_\_\_

Email: \_\_\_\_\_

**Please include the packinglist when returning items.**

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Refund or Exchange (please tick the appropriate box)

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I want to exchange for:

Product name : \_\_\_\_\_

Color / style : \_\_\_\_\_

Size : \_\_\_\_\_

I want a refund (via my original payment method)

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Reason for return (please tick all applicable boxes)

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Article too small

Article too big

I ordered multiple articles to try multiple sizes

I ordered the wrong article

I received the wrong article (please contact the Customer care)

Article is defect (please contact the Customer care)

Article did not meet my expectations

Article was delivered too late

Other reason (please explain) : \_\_\_\_\_

Return address

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Please fill out the requested information above and send your return(s) including this form and the packinglist to the address below.

### Terms & Conditions

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Donsje will only accept returned products that are shipped back within 30 days of the delivery date of your order.

Make sure all returned products are in the same condition as you received them, including the label attached. Donsje will not accept items that have been worn.

The original price paid for the product(s) will be credited. Shipping costs for your original order and the return will not be credited.

Donsje highly recommends using trackable mail or delivery confirmation. Without this, lost packages will not be refunded.

We will reimburse the amount via your original payment method within 5-10 working days. Please note that depending on the payment process the creditation might take some additional days.

For our general terms & conditions please check our website [www.donsje.com](http://www.donsje.com)

### Customer care

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Email us: [info@donsje.com](mailto:info@donsje.com)  
Call us: +31 (0)20 2101321  
Monday - Friday  
09:00 - 17:00 CET

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