

RETURNS DOCUMENT

ANDRES SARDA

Designed in Barcelona

Guidelines for free returns

Country	BELGIUM	THE NETHERLANDS	UNITED KINGDOM	SPAIN/FRANCE	GERMANY
FREE return	✓	✓	✓	✓	✓
Returns procedure	Fill in the returns document, put the prepaid returns label on your returns parcel and bring it to a UPS Access Point. To find the closest one, visit http://www.ups.com/dropoff	Fill in the returns document + bring your returns parcel to a Post NL Pakketpunt (find the nearest on: http://www.postnl.nl/) with mention of the Andres Sarda Post NL antwoordnummer= 37010: Van de Velde NV. 8000 ZH Zwolle (= no returns label)	Fill in the returns document, put the prepaid returns label on your returns parcel and bring it to a UPS Access Point. To find the closest one, visit http://www.ups.com/dropoff	Fill in the returns document, put the prepaid returns label on your returns parcel and bring it to a UPS Access Point. To find the closest one, visit http://www.ups.com/dropoff	Fill in this returns document, put the prepaid returns label on your returns parcel and bring it to a DHL Paketshop. To find the closest one, visit https://standorte.deutschepost.de/

Please note that the guidelines listed above are not compulsory conditions in order for you to be able to exercise your right to cancel

Personal & order details

First Name: Last Name:

Email address:

Customer Number: Invoice Number:.....

We will refund you using the same payment method you used when placing the original order. Should this for some reason not be possible, we will transfer the amount in question to your bank account:

Bank details:

IBAN: BIC:.....

Product details:

Code	Description	Size	Colour	Quantity	Reason for return*
.....	A / B / C / D / E / F
.....	A / B / C / D / E / F
.....	A / B / C / D / E / F
.....	A / B / C / D / E / F
.....	A / B / C / D / E / F

*Please circle as applicable

Reasons for return:

- | | | |
|------------------|-------------------------------|--------------------------|
| A. Wrong size | B. Shape not right | C. Don't like the colour |
| D. Damaged item | E. Wrong Item | F. Other: |
| G. Took too long | H. Didn't look like the image | |

DATE AND SIGNATURE:

Right to cancel

You have a right to cancel your order without having to give a reason at any time before your goods are dispatched or within 14 days after delivery, such 14 day period beginning on the day after you receive the goods. Where your order comprises multiple delivery shipments, the 14 days cancellation period for the goods in your order begins on the day after you receive the delivery of the last shipment to you.

To exercise your free right to cancel you must cancel your order before being picked from our warehouse or return the items to us following the directions on the previous page.

Alternatively, you can send your order back to the address below. Please ensure you quote your full name, email address and invoice number in your returns parcel. If you choose to not send your parcel back following the directions on the previous page, you will need to pay the carriage charge and ANDRES SARDA cannot be held responsible for any damage or loss.

If you are cancelling because of any problems with the goods, please notify us of the problem at the time of cancellation.

VAN DE VELDE NV

Department E-commerce Andres Sarda
Meerbos 22
9260 Schellebelle
Belgium
E-mail: info@andressarda.com

Cancellation consequences

Following cancellation, we will refund you the price paid for the cancelled order (or part of the ordered cancelled) less any collection or return charges (if any). We will also refund any standard delivery charges paid.

In case you already made a payment to us, we will refund you once your return has been processed and not later than 14 days upon receipt of your return, provided your return has been accepted.

Defective goods:

Without limiting your cancellation rights as set out above, if you are not satisfied with a product for any reason e.g. it is damaged or defective, please return the product to us. These goods may be sent back free of charge by returning them to us following the same instructions mentioned above. Once we have acknowledged or confirmed the product's defect or other problem, we will provide a full refund for any goods that are damaged or defective, if this is within a reasonable time following the sale.

We will notify you of your refund for defective goods via e-mail within a reasonable period of time and will, in any case, refund you within 14 days of the day you sent the item(s) back to us, provided your return has been accepted.

Refunds: procedure

In both cases (cancellation or defective goods) we will refund you using the same method of payment you initially used when placing your order. Where the goods show signs of unreasonable use, we reserve the right to withhold damages. For these goods, unreasonable use means handling the goods beyond what is reasonable to establish the nature, characteristics and functioning of the goods, in particular if it goes beyond the sort of handling that might reasonably be allowed in a shop (f.e. removing labels). We may withhold any refund until we have received the goods or you have supplied proof of return for the goods.

If at the time of purchase you received a discount on the full order, this discount is divided amongst the different articles pro rata the purchase price. If you return this order (partially), also the discount (partially) shall be taken into account and actual amount paid shall be refunded.