

# Returnform

## Return conditions

Not satisfied with the product? Within 14 days after receiving the item you have the option to return the product. Follow the steps below to do so.

### Sign up

- Go to [www.kensaijewels.com/return](http://www.kensaijewels.com/return) and sign up your return

### Packaging

- Pack the products in their original condition and packaging in a box
- Place the completed return form in the box
- Stick the return label clearly visible on the box

### Shipment

- Hand in the package at the post office
- Keep the proof of postage well

## Refund

### When do we pay back?

We will transfer the costs incurred by you (purchase costs) to you within 14 days after cancellation.

### What do you get back?

You will receive the full purchase amount back.

### Where do I receive the refunded amount?

We will refund the amount in the same way as you paid. Does this not work? Then we will contact you.

### Costs for the return

The costs for the return shipment are for your own account. Are you returning a product because it was damaged or delivered incorrectly? We will reimburse these costs afterwards.

## Returnform

Send this completed form along with the return shipment.

**Data**

Name:	Ordernumber:
Address:	Client number:
Postal code:	IBAN:
City:	Name account holder:
Phone number:	Date return shipment:
E-mail:	

**Reason for return:**

<input type="radio"/> Defect	<input type="radio"/> Delivered double
<input type="radio"/> wrong product	<input type="radio"/> Does not meet expectations
<input type="radio"/> Transport damage	<input type="radio"/> Ordered wrong
<input type="radio"/> Other :	

**Return products:**

Number	Product number	Definition

**Explanation:**

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**Instructions Return****Return**

Make sure that :

- The products are complete

- The items are in the original, undamaged packaging
- That the copy invoice and return form are enclosed

**Usefull tips**

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

- Make sure you pack the items well so that they are not damaged during transport.
- To save waste you can use the box in which we sent the product to you.
- Make sure the address label is legible.

**Sending**

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

**Handling**

As soon as the return shipment has been processed by us , you will receive a message about this. Of course we try to do this as soon as possible. Have you not heard from us after 14 days? Please contact our customer service.

**Cut out the address label below and place it visibly on the box.**

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**Sender**

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.....  
.....

**Kensai jewels  
Afdeling retour  
Koekoekslaan 14  
3121 XK Schiedam**