

In order to return and exchange your ordered products, it is important to fill in the below document as detailed as possible. Please check whether the provided information is correct and inform our customer service team by sending an email to customercare.shop@duvel.com. Would you like a refund? Please mail us your bank details (IBAN & BIC number).

ORDER NUMBER:

NAME:

RETURN DATE:

Please mark in the below table which products you would like to return. Use the number code in the second last column to indicate the reason of return. This is not obliged, but will definitely help to improve our services.

ARTICLE NUMBER	PRODUCT DESCRIPTION	QUANTITY	RETURN REASON	PREFERRED SIZE

- 1| The product is defective (*please attach some pictures of the damage when sending us the email to inform us about your return*)
2| Wrong size 3| Poor quality 4| Late arrival 5| Received a wrong item 6| I don't like the product

OTHER REMARKS OR SUGGESTIONS

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Please put this document in a box together with the goods you want to return and send it to the below address:

Distrimedia - Retouren Duvel Webshop
Industriepark Noord 5A, 9100 Sint-Niklaas

MORE INFO [SHOP.DUVEL.COM/EN/CUSTOMER-SERVICE/RETURNS-CANCELLATION](https://shop.duvel.com/en/customer-service/returns-cancellation)

