

# RETURNS DOCUMENT

## GUIDELINES FOR RETURNS

1. Return the parcel free via UPS by taking your parcel to a UPS Acces Point. To find the nearest UPS Access Point , please visit [www.ups.com/dropoff](http://www.ups.com/dropoff) or contact Customer Services via [contact@primadonna.com](mailto:contact@primadonna.com).
2. Please avoid damages to and soiling of the products
3. If possible, please return the products and their accessories in their original packaging. If you do not have the original packaging anymore, please make sure that the packaging is appropriate to avoid damage during transport.
4. Please fill in the return slip below, indicating the item/s you are returning and circle the reason code - if you have lost your return slip please contact Customer Services on the details above.
5. Put the pre-paid Returns Label on the return parcel. We have sent this Returns Label together with your goods. If you have lost this Returns Label, please contact us via [contact@primadonna.com](mailto:contact@primadonna.com).
6. Please keep the customer receipt for your records as this is your proof of sending and contains the tracking number which you will need if you contact customer services about your returned parcel.

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

<b>YOUR INFORMATION:</b>	
<b>Name:</b>	
<b>Email address:</b>	
<b>Account number:</b>	<b>Invoice number:</b>

## REASONS FOR RETURN:

A. Wrong size	B. Shape not right	C. Don't like the colour
D. Damaged Item	E. Wrong Item	F. Other: .....

## DATE AND SIGNATURE:

Returns Policy: Please turn over

## 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 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. Please contact customer services via [contact@primadonna.com](mailto:contact@primadonna.com) if you wish to cancel your order prior to shipping.

If you are unable to get to a UPS Access Point, 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. You will not be able to use the pre-paid returns label unless you return your order via a UPS Access Point; if you use another carrier, you will need to pay the carriage charge and PrimaDonna cannot be held responsible for any damage or loss.

### **VAN DE VELDE NV**

Department E-commerce PrimaDonna

Meerbos 22

9260 Schellebelle

Belgium

E-mail: [contact@primadonna.com](mailto:contact@primadonna.com)

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

## 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, or any amount equal to those charges if you choose to elect a more expensive delivery charge.

We will refund you once your return has been processed and not later than 2 days upon receipt of your return, provided your return has been accepted. Please note that it can take up to 7 days for your parcel to reach us. We will refund you using the same method of payment as you used to pay for your order. We reserve the right to make a deduction from the amount of the refund for loss in value of the goods returned where the goods show signs of unreasonable use. For these products 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. 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.

Without limiting your cancellation rights as set out above, if you are not satisfied with a product for any reason e.g. if it is not what you ordered, it is damaged or defective, or we have delivered an incorrect quantity, please return the product to us. Once we have confirmed the product defect or other problem, we will:

- Provide a full refund for any product that is not what you ordered;
- Provide a full refund for any goods that are damaged or defective, if this is within a reasonable time following the sale; or
- At your option, repair or replace the goods at our cost (including the cost of postage) unless this would not be possible or would be disproportionately costly in the circumstances in which case we will refund to you the amount you paid for the goods in question.

We will notify you of your refund via e-mail within a reasonable period of time. We will usually process the refund due to you as soon as possible and, in any case, within 2 days of the day we confirmed via e-mail that you were entitled to a refund for defective goods.

We will refund you using the same method originally used by you to pay for your purchase.

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.