

RETURN FORM

spank & spoon



Fill in the items you want to return on the page below

RETURNPROCEDURE

Are your articles not as expected? That can happen, of course, and fortunately that is not a problem for us. We are only satisfied when the customer is satisfied as well! Because we are constantly improving our service and products, we would like to kindly ask everyone to fill in this form as completely as possible and to include it in the return. For each product that is returned, the article name, colour, size and reason can be filled in. The reasons are listed under the heading 'Reasons for return'. We kindly ask everyone to fill in as much feedback as possible under the heading 'remarks'. Filling in a reason for return is not mandatory.

RETURN

All items must be returned unworn, undamaged and, if reasonable, with attached labels.

You can return your purchases to us within 14 days of receiving your order by clearly displaying the address label on the package.

No time to return the item within the specified 14 days? No problem, you can use info@spankandspoon.com to notify us of your return within the above period. This will give you two weeks to send the package.

Provided that the above rules are complied with, the purchase amount will be credited to the account number known to us within five working days of your package being received by us.

SUGGESTIONS

RETAIN SHIPPING RECEIPT

Keep the return shipping record until it has been fully processed. Without proof of dispatch, spank & spoon cannot be held liable for packets that are lost in the post. As soon as your package has been processed, you will automatically receive a confirmation email.

RETURN IN THE ORIGINAL PACKAGING.

If possible, return the item in its original packaging. If this is not possible, ensure that the return is properly packed. spank & spoon shall not be liable for items damaged during the post as a result of the negligence of the sender.

Your return will be processed within 14 working days of receipt. If you have any questions regarding your return, please contact us using the telephone number or e-mail address below. Please state your order number.

RETURNFORM

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PERSONAL INFORMATION

First and last name: -----

Email: -----

Telephonenumber: -----

Ordernumber: -----

Date of returning: -----

ARTICLE NUMBER	REASONS FOR RETURN	REMARKS

REASON OF RETURNING

1. Wrong article ordered
2. Received incorrect item
3. Late delivery
4. Other expectations
5. Regret my purchase
6. Damaged
7. Complaint

RETURNADDRESS

Ars Amandi
Esdoornstraat 3
8021WB Zwolle
The Netherlands

(Ars Amandi is the umbrella trade organisation of
spank & spoon)

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