**Return form**

**Return policy**

Still not satisfied with the product? Within 14 days after receipt you have the possibility to return the product. Follow the steps below**.**

**Registration**

Go to <https://www.adawiyyacouture.com/returns> and register 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 enclosed return label clearly visible on the box

**Shipment**

* Drop off the package at the post office
* Keep the proof of shipment safe

**Refund**

**When do we pay back?**

We will transfer the costs you incurred (purchase costs and original shipping costs) to you within 14 days of cancellation.

**What do you get in return?**

You will receive the full purchase amount (including shipping costs if the entire order is returned) in your account.

**Where will I receive the refunded amount?**

We will refund the amount in the same way as you paid. If this does not work, we will contact you.

**Return shipping costs** The costs for the return shipment are at your own expense. Are you returning a product because it was damaged or delivered incorrectly? Then we will reimburse these costs afterwards.

**Return form**

Please include this completed form with your return shipment.

**Data**

|  |  |
| --- | --- |
| Name: | Order number: |
| Adress: | Customer number: |
| Zip code: | IBAN number: |
| Place: | Name account holder: |
| Telephone: | Date return shipment: |
| E-mail: | |

**Reason for return**

|  |  |
| --- | --- |
| O  Defect | O   Double delivered |
| O   Wrong article | O   Does not meet expectations |
| O   Transport damage | O   Ordered incorrectly |
| O   Otherwise, namely: | |

**Retourartikelen**

|  |  |  |
| --- | --- | --- |
| **Amount** | **Article number** | **Description** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Clarification**

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| --- |
|  |

**Return Instructions**

**When returning, please ensure that:**

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

**We try to process your return as soon as possible. Helpful tips:**

* Make sure you pack the items well so that they do not get 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 easy to read.

**Send**

Take the package to a post office of your choice. Here you will receive a proof of shipment. Keep this safe until the return has been fully processed. This is your 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 automatically receive a message about this. We will of course try to do this as quickly as possible. If you have not heard from us after 14 days, please contact our customer service.

**Cut out the address label below and stick it visibly on the shipping bag or box.**

**Sender**

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| **Adawiyya Couture Middelharnisstraat 96A**  **3086GN Rotterdam**  **South Holland**  **The Netherlands** |