

Return form

Return Conditions

Not satisfied with the products or you ordered the wrong products? Within 14 days after delivery you have the possibility to send the product(s) back to us. Follow the next steps for returning the products.

Sign Up

- Send an email to info@schminkengrime.nl and register your return shipment

Packaging

- Pack the products in their original condition and packaging in a box and make sure it is well packed so that the product cannot be damaged. If the product is damaged, we cannot accept the return.
- If the product has been opened or used, we cannot accept the products for reasons of hygiene.
- Place the completed return form in the box
- Stick the return label clearly on the box, you must make a package seal for this yourself and email the track and trace number to info@schminkengrime.nl

Dispatch

- Deliver the package to the post office
- Keep the proof of shipment safe

Refund

When do we pay back?

We will transfer the costs incurred by you (purchase costs and original shipping costs) to you within 14 days after withdrawal and receipt of the return by SchminkenGrime.nl.

What do you get back?

You will receive a full refund of the purchase price, including the original paid shipping and payment costs, provided the product is returned undamaged, unopened and unused to SchminkenGrime.nl. If the product is returned damaged, used or opened, we cannot accept the return and no compensation will be paid.

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 returning

The costs for the return shipment are for your own account. This must be done by parcel post so that we can track the shipment and you have proof of sending and delivery.

Returnform

Send this completed form along with the return shipment.

Gegevens

Name:	Ordernumber:
Address:	Clientnummer:
Zipcode:	IBAN:
City:	Name accountholder:
Phone:	Date return shipment:
E-mail:	

Reason of return:

☐ Defectiv	☐ Double delivery
☐ Wrong product delivered	☐ Does not meet expectations
☐ Transport damage	☐ Wrong ordered
☐ Different reason:	

Return products

Quantity	Articlenumber	Description

Remarks:

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Return instructions

Return

Make sure that:

- The articles are complete
- The items are in original, undamaged and unopened packaging
- That the copy invoice and return form are attached

Helpful Tips

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

- Make sure you pack the items well so that they are not damaged during transport. You remain responsible until we receive the product undamaged, unopened and unused at SchminkenGrime.nl
- To save on waste, you can use the packaging in which we sent the product to you.
- Make sure the address label is legible. Fill in the return form and address label clearly legible

Send

Take the package to a post office of your choice. Here you will receive a shipping receipt. Keep it 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. If the package is lost at the carrier, the sender remains liable for the value of the products and compensation will only be paid after the products have been returned to SchminkenGrime.nl

Handling

As soon as the return has been processed by us, you will be automatically notified if something is not in order. If everything is in order, your money has been refunded. We try to do this as quickly 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

Sender

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SchminkenGrime.nl
Afdeling retouren
De Ring 28
5261LM Vught
The Netherlands