

# Return form Tuincentrum Osdorp B.V.

Would you like to return your items and therewith make use of your right of withdrawal than follow the steps below.

<b>Tuincentrum Osdorp</b>	<b>Ordernumber:</b>
Osdorperweg 247	<b>Name:</b>
1069 LL Amsterdam	<b>Steet:</b>
<b>Phone:</b> (+31) 20 667 60 60	<b>Zip code and house number:</b>
<b>E-mail:</b> shop@osdorp.nl	<b>Order date:</b>

## Artikelen in ontvangst genomen op datum:

Article number	Quantity to return

## Return conditions

After receiving the items you have 14 days to return your items. We ask that you return items undamaged and in their original box. In addition, we expect you to treat the items in a way so that the product may still be sold to another customer. Were the items damaged or defective before they arrived? Please contact us if that is the case.

## Return items as follows:

1. Please fill in all the fields on this return form so that we know which items, and whose items will be returned.
2. Add the document to your return as fast as possible, but no later than 14 days of receipt of any parcel. Don't forget to keep a receipt of your return from the parcel service, save it! This will include the tracking number so that you may see when the package arrives to us. The costs of returning are not reimbursed by Christmas-village.eu.
3. Within five working days after receipt package we will credit the method of payment which you used to orginally purchase the order.

## Exchange items ordered online

Exchanging items ordered online is not possible without placing a new order. If you want to order different items than those already ordered, you will have to place a new order. If the items have already been delivered, you can return them using returning process. The purchase price of the returned items will be returned (up to) within 5 working days after we received the return package, through the same method of payment that you used to pay for the order.

## You received incorrect, damaged or defective items?

Did you receive an order that was not intended for you? Are any of the items missing? Did you receive the wrong items, or are they damaged? That is definitely not our intention, our apologies for the inconvenience! Please contact us, so that we can solve the problem quickly.