

## **LAQ D'OR Return instructions**

Laq d'or products can be returned within 14 days at your own expense. The packaging must be unopened, unused and undamaged. Note the items to be returned on the return form.

1. Prepare your parcel enclosing the delivery note
2. Pack the items securely, in the original packaging
3. Fill in the return form and place in the box
4. Close box and write the return address on the outside of the box
5. Deliver the package to a shipping agent of your choice. Keep the proof of shipment 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.

Bear in mind that in the case of postal returns, LAQ D'OR will not accept carriage due or payment on delivery and will not pay the delivery or return charges.

### **Return address**

LAQ D'OR  
Afdeling Retouren  
Bronstraat 17  
6031 TS Nederweert

### **Refund**

We try to process your return as quickly as possible. We will transfer the full purchase amount (excluding shipping costs) to you within 14 days after cancellation.

### **Where do I receive the refund?**

We will refund the amount in the same way as you paid.

### **Costs for returning**

The costs for the return shipment are for your own account.

With the exception of:

- You received the wrong items: please contact [info@laqdor.com](mailto:info@laqdor.com) before returning, stating your order number.
- You received damaged items: please contact [info@laqdor.com](mailto:info@laqdor.com) before returning, stating your order number and photo(s) of the damaged packaging.

You can return your items at our expense. We will send the replacement goods to you quickly and free of charge.

## Return form

Please fill in this form and enclose it Stuur dit formulier ingevuld mee met de retourzending.

### Personal details

Name:	Order number:
Address:	Client number:
ZIP code:	IBAN:
City:	Name account holder:
Phone:	Date of return:
Email:	

### Reason of return:

<input type="radio"/> Defective	<input type="radio"/> Duplicate delivery
<input type="radio"/> Wrong item	<input type="radio"/> Does not meet expectations
<input type="radio"/> Transportschade	<input type="radio"/> Ordered wrong item
<input type="radio"/> Other:	

### Return items

Amount	Reference number	Description

### Remarks

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