

Return form

This return form must be fully completed and sent in the box with the article gives to the carrier. Also enclose a copy of the proof of purchase with this return form. Unfortunately, we cannot process your request without a fully completed return form and a copy of the proof of purchase.

Return address 123Waldo.nl:

De Factorij 19, deur 27, 1689 AK Zwaag, Nederland

(PLEASE NOTE!!!!)

Do not forget to mention Door 27 — we are not responsible for any consequences due to incorrect addressing)

Customer data

Name:

Address:

Post code:

Place:

Phone number:

Mobile:

E-mail address:

Item data

Article number:

If applicable
Invoice number:

Date of purchase:

Order number:

Purchased in:

tick as applicable

Online store otherwise:

Reason for return:

tick as applicable

Item does not fit

Broken or damaged

Does not meet my expectations

Wrong article sent

Otherwise, namely

Return Conditions

Time for reflection

At 123waldo.nl, a reflection period of a maximum of 30 days applies to all orders. The reflection period (or trial period) starts from the moment you have received the order. For partial deliveries, the reflection period starts from the last item received. Within this period you can view the article and / or use it carefully. After the reflection period has expired, the purchase agreement is a fact.

Returns

Returns or exchanges are no problem, provided you follow our guidelines. More information about returns can be found on our website under the heading Returns.

You can return the item within the cooling-off period provided that the following rules are met:

- Within the reflection period of 30 days, you indicate that you wish to terminate the agreement and return the order. You can use the enclosed return form for this.
- The items are returned in undamaged, undescribed and original factory packaging without tape, adhesive tape or (shipping) stickers.
- articles are complete and undamaged and the product is in 100% new condition.

Always check immediately upon receipt of the item whether it has been delivered to you undamaged and complete. If this is not the case, please contact us as soon as possible to report this to us.

Opened articles that do not comply with the above rules remain your property. These items will be sent back to you and you will be billed for the costs incurred.

Always include the Return Form with your return shipment, including a statement of the reason for return.

If you are returning more than one package and you only have one return slip, please enclose a note with each package stating your name, address and your order number. Upon receipt of your order, the goods have become your property. Therefore, make sure that you always have the shipping receipt from the carrier when you return items. This way you can claim any loss or damage with your carrier.

Article Exchange

Would you like to exchange an item? no problem, you can return the item within the cooling-off period. You simply order the new article as a new order. 123waldo.nl will therefore again charge any shipping costs for preparing, transporting and delivering the order. In the shopping cart you will see the shipping costs that apply to your order.

Refund

When returning within 30 days, the standard shipping costs will be automatically refunded.

The costs for returning to 123waldo.nl are always for your own account. In the event of an incorrect delivery or a defective / damaged item, after receipt of the product and the return form and after assessment afterwards, we will refund € 6.75 of the shipping costs incurred for that return shipment to your account. You may also notify us by email or live chat that you have returned the product.

A period of 7 days after receipt of the return form applies for reimbursement, regardless of the payment method.

Returns are handled daily with us. As soon as we have received your return shipment in perfect condition, the purchase amount will be refunded to the account with which the order was paid within a maximum of 7 days.

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