

Thank you for your order

Changed your mind? Is your purchase not what you expected? You can return it within 14 days after receiving it. Will you make sure that everything stays in tip-top shape? This way, these *lucky tools* can make someone else happy.

How to return

Step 1: Put the items you want to return back in the box together with the return form. Make sure the products' original tags have **not** been removed.

Step 2: Write the return address below, on your return:

Return address

A Beautiful Story
Turnhoutseweg 22a, Hall 25
5541 NX Reusel
Netherlands

Step 3: Simply drop off the parcel at one of our service points.

Step 4: Keep the track and trace code you get at the checkout when you drop off the parcel*

*It is not obligatory, but we recommend sending your return with a track and trace code. This way we can best help you, even if your return gets lost.

Processing your return

We will process returns as soon as possible. We will ask you to wait until 14 working days after receiving your return. We will do our utmost best to process your request as soon as possible. When we've received and processed your return you will receive a message from our customer service about the refund.

How much are the return costs?

You can return your order with any parcel shop, we prefer at a DPD parcel shop. The costs for returning back are for your own account.

Questions?

We're happy to help. You can contact us via our LiveChat at our website, info@abeautifulstory.nl or dial +31 (0) 20 707 02 88. You can reach us from Monday to Friday from 09.00 am to 05.00 pm.

Fill out the following

Order number:

Order date:

Return date:

Reason return

- ☐ Color not as expected
- ☐ Lucky tool does not suit me
- ☐ Gemstone is a natural product, but not as expected
- ☐ Late delivery
- ☐ Bad quality
- ☐ Ordered multiple colors and models
- ☐ Looks different from the photo on the website
- ☐ Lucky tool doesn't fit:

☐ Too small:

☐ Too big: :

☐ Damaged lucky tool, explanation:

☐ Wrong lucky tool delivered, article number.....instead of

☐ Other, explanation: :

