

a Beautiful Story

RETURNS & EXCHANGES

THANK YOU VERY MUCH FOR YOUR PURCHASE WITH A BEAUTIFUL STORY

If you have any doubts about your purchase you may return it within 14 days. A Beautiful Story guarantees to refund any item(s), if they are returned in perfect condition.

PLEASE PAY ATTENTION TO THE FOLLOWING CONDITIONS BEFORE RETURNING YOUR GOODS:

- The item(s) should not be damaged, altered or worn and all labels are intact.
- The item(s) need to be returned in its original packaging.
- We only accept a return or exchange when this form is fully completed and enclosed.
- The shipping and handling costs are not refundable, unless the items have been delivered damaged or incorrectly.
- You can find our general terms and conditions on www.abeautifulstory.eu/terms-and-conditions

COMPLAINTS PROCEDURE:

- We will confirm the receipt of your return per email.
- If you get a return payment you will receive this amount within 14 days.
- Gift Vouchers or the remaining amount can not be exchanged for cash. If you paid with a gift voucher or discount code the remaining amount will be reactivated.

WHAT IS YOUR REASON FOR RETURN:

It concerns product number(s):.....

- Too big/too small
- Damaged item(s), because:.....
- Incorrect delivery: (product number).....instead of.....
- Items with product number:.....is missing
- Does not meet my expectation, because.....
- Other:.....

PLEASE FILL IN ALL THE FOLLOWING FIELDS:

Order number:.....

IBAN:.....

Return date:.....

Signature:

Name:.....

E-mail:.....

A BEAUTIFUL STORY
Att. Customer service
Veemarkt 222
1019 DG Amsterdam

ADMINISTRATION
IBAN: NL98RABO0144073943
Chamber of commerce: 56453663
VAT: NL852132712B01

CUSTOMER SERVICE
info@abeautifulstory.nl
Tel. 020-7070288
Mon. - Fri. 09.00 - 17.00