

anna + nina

RETURNS FORM

We of course hope that you are satisfied with your purchase but if for any reason you are not, you have 14 days from the date you received your order to return the product(s) to us. We guarantee a refund if the product(s) are returned in perfect condition, in the original packaging.

HOW TO RETURN AN ITEM?

1. Please complete the returns form section below.
2. Repack the goods in the original shipping box or any other solid carton box. Include the return form and the original invoice in the box. Close the box and tape it securely.
3. Send the package to:

anna + nina
Misi Fulfilment c/o anna + nina
Spectrumlaan 31
Bleiswijk
2665NM

Please note: You will need to pay to send the goods to us and we strongly recommend you obtain proof of postage – if the product gets lost this is not our responsibility.

Refunds can only be made against the original payment method and will show in your account after 14days of receipt. We will contact you via email once we have received and processed your return.

Exchange? Unfortunately, we do not offer exchanges. Should you wish to purchase a new item please return your unwanted goods to us for a refund and place a new order online at ***webshop@anna-nina.nl***

DAMAGED/FAULTY ITEM? If the item you have purchased is damaged/faulty with a manufacturing fault, please contact us directly at ***webshop@anna-nina.nl*** and we will arrange to have your package collected from you directly, so it is not necessary to send the package to the above address.

Please complete the below form

Name:

Order Number:

Reason	Product name

Reason for return

A	Wrong size
B	Fitting issue (Too big/small)
C	Looks different to the image online
D	Doesn't suit me
E	Changed my mind
F	Incorrect item received
G	Poor quality
H	Damaged/Faulty

If you require any additional support please contact us at ***webshop@anna-nina.nl***