



Dear customer,

Our goal is to ensure your complete satisfaction through whole experiences with us. If, for whatever reason, you are not satisfied with your purchase, you can return it to us within 14 days of invoice date.

RETURN INSTRUCTION

1. Email us at info@eliefs.com to receive return instruction and mailing address. (Subject for the email: RETURN/EXCHANGE of order number xxxxxxxxxxxx)
2. Fill in the return form attached and include in the return package.
3. The item should be returned in the original and unused condition with return form and all labels still attached in original packaging. If labels are removed, the goods will be considered used.
4. Please note that you are responsible for returning shipping cost and items sent back to us until they are received by us. Because refunds will not be issued in full for items damaged in return shipping or never received, we highly recommend that you insure the shipping with shipment tracking number.
5. The purchased price will be refunded, once we have received the returned item back and confirmed that it meets above condition. Please allow 1-3 weeks for the refund to be completed. In the unlikely event that an item is returned to us in an unsuitable condition, Ann's Cottage reserves the right not to refund the item and have to send it back to you at your expense.

* Non refundable item: customized items or goods which have been made to your specification.

EXCHANGE

We offer 1 FREE Netherland postage exchange on all items. Please email us at info@eliefs.com to receive return instruction and mailing address.

DAMAGED / FAULTY ITEM RETURN

All items are shipped to you in the best possible packaging to ensure that you receive your purchase in perfect condition. If your item arrived damaged, you will be receiving a replacement or refund as quickly as possible at no cost on you, provided that the item is returned as mentioned in 2) in Return policy above.

1) If you receive a damaged item, please notify us at info@eliefs.com within 2 days of receipt. Otherwise, we will consider the item arrived you in perfect condition. Should you observe significant damage to the outer packaging, please reject the shipment and have the carrier return it. If there is minor damage to the packaging, please indicate as such when you sign for the shipment.

Should you have any further questions or concerns, please don't hesitate to contact us.

Best regards,
Eliefs



Return form

Please fill in the form and include in the return package.

FOR Return Exchange

PERSONAL INFORMATION

- 1. Full name.....
- 2. Order / Invoice number.....
- 3. Product name & quantity.....
- 4. Email address.....
- 5. Shipping address
 - Street and number
 - Postcode
 - City
 - Country

REASON FOR RETURN

- Wrong item was delivered
- Didn't match the picture / description
- Item was defective
- Other.....

Date:
Signature