

2Thepoint-Design

Returns Policy

You can return any item for an refund, provided it is in its original state. In other words, the item has to be complete, undamaged, without signs of being worn or used otherwise, odorless and clean, yet unwashed. Please use the original packaging for your return to us.

If the product to be returned is damaged or proofs to be incomplete, shows signs of being worn or carries stains or odors, you will be held accountable for any loss in its original value. In such a case we may withhold part of the refund or we may decide not to refund at all.

If you do not agree with our decision on the refund you can turn to the organization issuing our web shop warranty logo. This organization subsequently will give a ruling on the matter.

Within two weeks of receiving your original order, you need to communicate to us you want to return the product. After this notice of cancellation you still have 14 days to reship the item.

You can forward your return application to us by e-mail. Or you could use the returns form. In either case, please fill in the number of the invoice, the order number and the product description. Without these we cannot accept the return application.

For more information, please see our general corporate terms.

All goods will be inspected on return. If there is no need for comments on the condition of the product, within 14 days you will receive a refund of the price you paid for your item, including the original shipping costs.

We will not accept a return application or issue a refund in cases that involve commissioned printing of fabrics or clothes. In these cases the general terms apply.

-

How do you return the purchased article?

As you are responsible for the return of the goods we advise you to use a postal service that insures the value of the items being returned and that gives you a proof of posting.

Please enclose a copy of your return notice or the return form in your shipment. Without the proper data, we cannot process your application adequately.

Before shipping please mark your address and the original order number on the outside of the package. The shipping address is our office address.

For a swift handling of the returns procedure we recommend the use of our [cancellation form](#).