

RETURN FORM

Order date:

____ / ____ / ____

Order number:

CUSTOMER INFORMATION:

Name:

Address:

Phone:

Email:

RETURN DETAILS

BRAND	DESCRIPTION

Reason for returning

NOTE:

Please inform us by e-mail if you want to return items before sending the package.

info@benettikids.be

RETURN ADDRESS:

BENETTI KIDS
APPELMANSSTRAAT 4
2018 ANTWERP
BELGIUM

BENETTI KIDS

HOW TO RETURN:

STEP 1: Send us an email to inform us that you want to return an item(s).

When composing the email, please use the subject line "RETURN (ORDER NUMBER)" to indicate the purpose of your message.

Kindly direct your email to the following address: info@benettikids.be.

Within the email, specify the items you wish to return and the reason for it.

STEP 2 Fill out the return form accurately and completely.

STEP 3 We recommend returning the goods in unused, undamaged condition, in their original packaging, and with the original labels attached. Include the completed return form that we provide with your package. If the return form is missing, we won't be able to process your return. Please remember to always enclose the return form.

Return Address: BENETTI FASHION Appelmansstraat 4 2018 ANTWERP Belgium.

You can also physically deliver the packages yourself or use a courier service.

STEP 4 We will refund the amount you paid to your chosen account number as quickly as possible.

We commit to making the refund within 10 days after receiving the returned goods.

RETURN POLICY:

All returns must be initiated within 14 days of the order delivery date.

The item(s) must be unused, undamaged, and in their original packaging with all tags and accessories.

We reserve the right to refuse returns that do not meet the above criteria.

Refunds or store credits will be issued within 10 days of receiving the returned item(s).

EXCHANGE

Exchanging an item for the same item in a different size or color will be treated as a new order.

You can return your original order within the trial period and place a new order as usual.

Please note that for exchanges, you will be responsible for the return costs and new shipping costs if the total amount is under €300.

Contact Information:

If you have any questions or need assistance, please contact our customer support team:

Phone: +32 (0) 3 227 50 33

Email: info@benettikids.be