



## Return form

VAMI is sorry to hear that you are not satisfied with your purchase. Have you already contacted VAMI to find another suitable solution? However, if you are still not satisfied, you will have fourteen days from the date you received your order to return the product(s) to VAMI. VAMI guarantees a refund without any made shipping costs for partially returned orders. However, the product(s) must be returned in perfect condition and in the original packaging.

## How to return an item?

Please complete the returns form section below.

1. Print the second page of this document.
2. Repack the goods in the original shipping box or any other solid carton box.
3. Include the return form and add it to the box.
4. In addition, make sure that fragile products are packed with care as well. If products are broken during the return shipment, VAMI will not provide you with a refund.
5. VAMI asks you to take a picture of your return, before closing the box, to see if everything is packed well. You will have to send it to [orders@va-mi.nl](mailto:orders@va-mi.nl) in order to prevent any issues. Please, add you order number, and your full name.
6. Close the box and tape it securely.

Please note: You will need to pay to send the goods to VAMI and it is strongly advised to obtain proof of postage – if the product gets lost, it will not be VAMI's responsibility.

Refunds can only be made through the original payment method and will show in your account after fourteen days of receipt. VAMI will contact you via email once after VAMI has 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 [www.va-mi.nl](http://www.va-mi.nl).

DAMAGED/FAULTY ITEM? If the item you have purchased is damaged/faulty with a manufacturing fault, please contact VAMI directly at [orders@va-mi.nl](mailto:orders@va-mi.nl) and VAMI will arrange a return label. You will only have to resend the goods to the above address and do not need to print this form.



Full name:

Order Number:

Please complete the below form and choose a reason for return from the lower box.

Reason #	Product name	Quantity

A	Incorrect product
B	Looks different to the online image
C	Changed my mind
D	Quality does not meet expectations
E	Damaged/Faulty

If you require any additional support please contact VAMI at [orders@va-mi.nl](mailto:orders@va-mi.nl).