

RETURN REQUEST

GENERAL INFORMATION

You have 14 calendar days to return an order, calculated from the day following the delivery of the product. Once you have requested a return by sending an e-mail to hello@lnknits.com, your returned package (with return request form included) must reach us within 7 days.

Return costs are carried by the customer. You can choose your own shipping method, but we strongly recommend shipping with tracking option, as you are responsible for the package until it reaches our office or store.

Postage costs will only be refunded if you have received a product that was not the product you ordered or if the product was damaged when you received it.

Please always send your track & trace code to hello@lnknits.com so we can follow up your return for you.

If the product you are returning satisfies all the conditions (in new condition, in its original packaging, unworn and unwashed etc.), your choice of refund will be executed asap.

Please fill in the form on the next two pages and add it to your return package.

RETURN REQUEST

INFORMATION

| | |
|-------------------------------|--|
| Name client | |
| Order number | |
| Date of purchase | |
| Date of return request | |

REASON OF RETURN

| Qty | Product & size | Value (€) | Reason Code | Reason for Refund Code |
|-----|----------------|-----------|-------------|--|
| | | | | 1 – Looks different to image on site 2 – Ordered more than one size 3 – Arrived too late 4 – Wasn't what I expected 5 – Doesn't fit properly 6 – Doesn't suit me 7 – Incorrect item received 8 – Parcel damaged on arrival 9 – Other (please specify underneath) |
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Other reason(s):

I WISH TO RETURN MY ITEM(S) FOR (please indicate):

1. Another item (fill in):
2. A gift voucher
3. A complete refund

If you choose for option 1 or 2, this will be executed immediately after we've received your return. If you choose for a complete refund, your money will be returned to you the way you paid for your order, meaning: When paying by credit card, the amount will be credited to your credit card. When paying via PayPal, the amount will be credited to your Paypal account. When paying per IDEAL/Bancontact the amount will be transferred to your bank account. This will be done asap and at the latest 30 days after we've received your return.

SHIPPING METHOD

By post

Please send your package to the address underneath and send the track & trace code to hello@lnknits.com. Don't forget to add this form to your package.

LNKNITS
Leopoldstraat 22
2000 Antwerpen

In the LN Knits Flagshipstore

You can also come and exchange your product in the LN Knits Flagshipstore. Please note that if you choose for a complete refund, this will go via our office and won't be executed in the store itself.

Let us know which day you would like to come by and our team will gladly help you further! Don't forget to take the filled in form with you.