



Ordernumber: .....

Reason of return:  
(Multiple options possible)

Name: .....  
Adres: .....  
ZipCode: .....  
Country: .....  
Email: .....  
Phone: ..... (optional)

- 1, Incorrect size
- 2, Incorrect colour
- 3, Does not fullfill expectations
- 4, Broken / Damaged
- 5, Incorrect item
- 6, Other reason, see remark:

I want to: Exchange / Return, this product. (Underline your choice)

Return amount may be transferred to banknumber: .....  
Please include the Iban number.

art number:	description:	amount:

Remarks:  
.....  
.....  
.....

Date: .... / ... / ..... Place: ..... Signature:

**Terms:**

- You have 14 days after you recieved your items to make a notification of the return.
- This can be done without stating your reason, but we would like to know to improve our service ;)
- After you made a note of the return, you have a maximum of 14 days to return the items.
- Any cost to send items back to hetterrarium.com are for the client, as stated in our general terms.
- If money needs to be send back, we will do this within 5 days, with a maximum of 14 days.