



Shipping & returns

In The Hague and surroundings we deliver within 24 hours from the moment of ordering.

For addresses in the Netherlands we do not charge shipping costs. Domestic orders will take between 1 to 3 business days to arrive.

International orders will take 5-15 business days for delivery. This does not include custom delays. The shipping cost for orders outside the Netherlands appears at the first step of ordering.

Our products may be exchanged or returned within 14 days of purchase. Please include the return form (see below) when returning your item.

After we receive the return form, you will be reimbursed within 14 business days. Only items that have not been used, have no stains or visible wear and are in their original packaging may be exchanged or returned.

The costs for return shipment will be for the buyer.

If you've accidentally received an incorrect shipment and/or damaged items, please notify us within 3 days, so we can arrange to have the correct item shipped to you.

We ship via PostNL.



Return form

Explanation for use:

According to Dutch law you are entitled to a Right of Revocation: you can return your items within the trial term of 14 days for a full reimbursement. This term starts from the moment all the ordered products have been received by you. By filling in the form below you can indicate you wish to use your right of revocation.

Return shipping is at the buyer's expense.

Please note that if you have received damaged or incorrectly shipped items, contact us prior to returning the items.

To: Atelier Kapnos (iksnaperniksvan.shop), Populierstraat 86, 2565MN, The Hague, Netherlands

Email: atelier.kapnos@gmail.com

Name client:

Address client:

Article:

Ordered on:

Received package on:

Date:

Signature: