



## **Return Conditions**

Still not satisfied with the product? You have the option to return the product within 100 days of receipt. To do this, follow the steps below.

### **Register**

- Complete the return form (see next page) completely. Indicate which products you are returning. This way we know which products it concerns upon arrival. Please enclose the warehouse receipt, if you still have it.

### **Packaging**

- Pack the products in original condition and packaging in a box;
- Place the completed return form (see next page) in the box;
- Stick the return label below clearly on the box or write the return address of Wovar on the box yourself.

### **Sending**

- Hand in the package at the post office. It makes no difference which shipping company you use since you have to pay the return costs yourself;
- Keep your proof of shipment safe.

### **Physical Returns to Groningen**

Do you live near Groningen and want to bring the return package to us yourself? You can! View the opening hours of our store at <https://www.wovar.com/contact/> and bring your package to us.

## **Payment Refund**

### **When do we pay back?**

We will transfer the costs incurred by you (purchase costs) to you within 14 days after cancellation. If you return all products from your order, you will also be reimbursed for the original shipping costs.

### **What do you get back?**

If the products have been returned in the correct condition, you will receive a full return for the purchase costs and the original shipping costs. In the case of a partial return, you will receive a refund of the purchase costs of the returned products.

### **Where do I receive the refunded amount?**

We will refund the amount in the same way as you paid. If it cannot be returned this way, we will contact you.

### **Costs for sending back**

The costs for the return shipment are for your own account.

**CAUTION!!! Are you returning a product because it was damaged or delivered incorrectly? Then please contact us before returning. This can be done by email to [info@wovar.nl](mailto:info@wovar.nl) or by calling +3150 211 3434. Thank you.**



## Return Form

Please send this completed form along with the return shipment. Do you still have the original warehouse packing list at hand? Then please send it back as well. Thank you.

### Information:

Order number:	Name:
Customer number:	Date of Return:

### Reason for return:

<input type="radio"/> Defect	<input type="radio"/> Delivered twice
<input type="radio"/> Wrong item	<input type="radio"/> Did not meet expectations
<input type="radio"/> Shipping damage	<input type="radio"/> Ordered incorrectly
<input type="radio"/> Other, mainly:	

### Returned items:

Amount	Item number	Description

### Additional information:

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## Return Address

The return address where you can send your package is:

Wovar BV  
Afdeling Retouren  
Narvikweg 4  
9723 TV, Groningen

Tip: cut out the label below and stick it on the box. **Please note:** this is not a return label, so you still have to pay shipping costs when dropping the package off at the post office.

**Wovar B.V.**  
Afdeling Retouren  
Narvikweg 4  
9723TV Groningen