RETURN FORM

SPIKES & SPARROW

Order number:

MY DETAILS

Date: .....

Signature: .....

IBAN: .....

Don't forget to fill in your IBAN, otherwise the return process may be delayed.

Article number	Description	Number of returns	Reason

A. Something about the article does not meet my expectations, namely ⇨ ⇨ ⇨ ⇨ ⇨ ⇨ ⇨
B. Received wrong article
C. Article damaged, namely:

☐ The color
☐ The size
☐ The material
☐ Other, namely:

.....

For your own administration:

Ordernumber: Returned on: .....

RETURN CONDITIONS

- You return the item to us within 14 days of receipt.
- The item is in new condition, unused and well packaged.
- You enclose the return form filled out as completely as possible.
- Returning an item is free of charge.
- We handle returns within 14 days of receipt. This also means that you will get your money back within that period, to the same account with which you paid us.

If you paid for your order with a gift card, the part you paid with the card will also be refunded to you as a gift card. What you paid extra by yourself will be refunded to your account.

HOW TO RETURN ARTICLE?

1. Fill in the return form.
2. Netherlands, Belgium and France: Click on the link https://spikesandsparrow.shipping-portal.com/rp/ to request and print your return label for free shipping.
   Germany: send an email requesting a return label to: service@spikesandsparrow.com
3. Pack the item including the form in the original (or similar) box and seal tightly.
4. Attach the return label to the box and drop the package off at a UPS Service Point.

The return label can be downloaded from the following link on our website:

https://spikesandsparrow.shipping-portal.com/rp/

If you wish to send your return to us by any other method, please use the address below:

Spikes & Sparrow
T.a.v. retourafdeling
Symon Spiersweg 13
1506 RZ Zaandam
The Netherlands

Order number:

Please note! In this case, return shipping is not free and is at your own cost.