**Return Form**

* Customer Name:
* Order Date:
* Return Date:
* Order Number:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Quantity | Item number | Description  | Return code | Return Code for Return |
|  |  |  |  | 1. Not as expected
2. Quality defects
3. Item is too small
4. Item is too large
5. Wrong item received
6. Wrong item ordered
7. Delivered too late
8. Other
 |
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|  |  |  |  |

\*See the back for the return policy

**Customer Service Cheffix (Brand by Dena Textile Productions)**

Nudepark 142

6702 DX Wageningen

Phone number: 0318 588 595
E-mail: sales@dena-textile.com

**Return Policy**

**Return Policy:**

All items purchased from Cheffix can be returned within 14 days of receipt.

Returns are only possible if the items are in their original condition. If the returned items do not meet the conditions, we cannot accept the return and will not refund the purchase amount. The non-accepted return will be sent back to the buye

**Return Conditions:**

Items you wish to return must meet the following requirements:

* The returned item must be sent back in its original packaging.
* The returned item must not have been used.
* The returned item must not be sent back defective.
* The returned item must not have been washed.

**Return Costs**

Return shipping costs are the responsibility of the buyer.

**Return Process:**

Complete the return form in full. You can find the return form on the back.
Place the items you are returning AND the correctly completed return form in the box.
Send the package via a shipping service provider of your choice to the following address:

Cheffix (Brand by Dena Textile Productions)
Nudepark 142
6702 DX – Wageningen/Netherlands

Keep the receipt from the post office so you can provide proof of return in case of any issues.
Processing a return can take up to 14 days. Once your return is processed, the purchase amount will be refunded as soon as possible to the payment details we have on file, but no later than 14 days after revocation. You can expect the amount in your bank account or PayPal account within 5 business days.
If, after 14 days + 5 business days, the amount has not appeared in your bank account or PayPal account, please contact our customer service​