

# RETURN & EXCHANGE FORM

|                  |  |
|------------------|--|
| Customer name    |  |
| Order number     |  |
| Date of purchase |  |

| Brand | Item | Color | Size |
|-------|------|-------|------|
|       |      |       |      |
|       |      |       |      |
|       |      |       |      |
|       |      |       |      |

## Reason of return

- ☐ Size
- ☐ Fit
- ☐ Different from picture
- ☐ Wrong item sent
- ☐ Exchange
- ☐ Other:

## How to return:

- 1) Send an email to: [customerservice@niconico.nl](mailto:customerservice@niconico.nl) with the exact reason of return.
- 2) Pack the item(s) you want to return in the original box and **add the return form + receipt.**
- 3) Return in store or sent to the following address:  
**NICONICO, Frederikstraat 45, 2514 LA Den Haag, Netherlands**

## Please note that return costs are for your own account

The refund will be for the purchased items only, not for the initial paid shipping costs. The return package is your responsibility until received back at NicoNico, having a tracking number for your shipment would be advised.

We process returns once a week. You will receive a confirmation e-mail after review and approval of your return. We will refund within fourteen days of receipt of your return. We appreciate every customer and will do our utmost to help you but we are a small boutique with limited stock. We can't afford to deviate from our policy. We thank you in advance for your understanding.

If you have questions feel free to ask them via [customerservice@niconico.nl](mailto:customerservice@niconico.nl)

**Please note that return articles will not be refunded if:**

1. Original brand- and/or price tags have been removed and/or moved.
2. The possible packaging (for instance shoe boxes) of the article is damaged, and/or is missing and/or is incomplete.
3. The article has been worn and/or washed or shows traces of wear and/or use or shows marks or smells of perfume.
4. The article is damaged and/or you have tried to repair the damage/defect yourself.
5. Earrings, underwear and socks cannot be returned for hygienic reasons.
6. Shoe soles are damaged.
7. The prescribed use of washing instructions are not followed.