



Return note

This return receipt is mandatory in all cases of returns or claims of products from NTER. Remember to tick off the right box. The return leaflet is necessary to conduct proper administration. All products can only be returned together with the return note and to the following address only:

NTER ApS
Nikolaj Plads 26
DK-1067 København K
Denmark

Regarding returns

There is always a 14 days return policy on all our products. The goods must be returned within 14 days of receipt. The buyer pays for the return cost. Should the item disappear during the return shipping, NTER will not be responsible for the expenses. The refunding for a returned item will be on the customer's account within 14 days.

If an item is requested in a different color, size, or other, compared to the delivery, a new order has to be placed in the webshop.

Regarding complaints

Should you unexpectedly receive a product with a defect, a lack of some kind, or should the goods not correspond to the submitted invoice, please contact NTER as soon as possible at info@nterinterior.com. Please enclose a photo of the product. If the complaint is confirmed via email, NTER will carry the costs related to the delivery of substitute goods. Should the goods no longer be in stock, the amount paid will be credited within 14 days.

If the complaint is confirmed, a personal order no. will be enclosed in the e-mail from NTER. The order no. is important to note on the below return receipt to make us able to identify your complaint.*

Please note: if the goods are returned because of a complaint and this claim is not confirmed by NTER via email, and if the complaint cannot be confirmed, the buyer carries the cost of the return shipment.

All products in the online shop are covered by the Danish Sale of Goods Act rules for 24-month warranty. The warranty means the buyer can complain about the deficiencies of the product within 24 months after purchase.

Contact

You are always welcome to contact us via email: info@nterinterior.com if you have questions regarding this procedure.

Return note

Please fill in the return note before returning the goods to NTER. Remember order no. from NTER.*

Product name: _____

Return Complaint

Reason for the return: _____

*Order no. from NTER: _____

Date: _____

Name: _____

Address: _____

Zip code/City: _____

Phone: _____

Email: _____