

RETURN FORM

We hope you enjoy your CLUSE.

If you wish to return (a part of) your order, then please follow the underneath mentioned steps.

A. Return instructions for damaged/incomplete orders:

Before returning your parcel, please contact Customer Service (care@cluse.com) for return instructions.

B. Return instructions (other):

1. If your country is listed here, follow instructions below:

Austria, Belgium, France, Germany, Ireland, Luxembourg, Netherlands, Spain (mainland), United Kingdom, Croatia, Cyprus, Czech Republic, Denmark, Finland, Greece, Hungary, Italy, Latvia, Poland, Portugal, Slovak Republic, Slovenia, Sweden

Return Instructions via the portal on our website in a few easy steps:

(<https://cluse.com/returns>)

- Fill in your Order number and postal code to log in
- Select the products to be returned
- Add the original package slip in the parcel
- Print out your Return label and stick it on the parcel

2. If your country is not on the above list follow underneath steps :

- Please send the package slip and this return form with the return shipment. Without this information our warehouse cannot link the return shipment to your order and we will not be able to issue your refund
- For the return address, please use the address on the package slip and stick it on the parcel (on top of the delivery sticker to prevent confusion)
- Please keep your proof of shipping; this enables us to trace the shipment in case something goes wrong.
- Please tick the reason for the return (optional):

The wrong item has been delivered:
I have ordered: _____
I have received: _____

The article does not fit: it is too small / too big (please strike through)

The parcel arrived too late

Product does not meet my expectations in: Appearance Quality

You can return the product within the trial period of 30 days. This trial period starts at the moment your order has been delivered.

To ensure that the product arrives with us safely and complete, we request you to return the product in the original condition and packaging, as far as it is possible. Determining the characteristics and operation of a product during the trial period is permitted the same way as would be allowed in a shop. You are liable for the depreciation of the products, which is the result of use that goes beyond what is necessary to determine the characteristics and the operation of the products. In that case, we may offset this depreciation with the amount to be refunded.

Within 14 days after receipt of the returned order you will receive your refund.