

Dear Customer,

We hope you enjoy your CLUSE.

Do you have a question for us? We will be more than happy to help through the contact form on our website.

If you would like to return your order, it is important to note the following information:

- 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.
- We advise you to send the parcel with track&trace/insured and to pack the product efficiently to avoid damage when sending it; please note to save the postage receipt until you receive the refund. You are responsible for the shipment of the return.

Return form: please tick the reason for the return and follow the instructions below.



Product is damaged or incomplete upon delivery.

To discuss the next steps please contact our Customer Service as soon as possible through the contact form on our website.



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. The product must be undamaged and in the original condition packed in the pouch or packaging, as it was delivered in.