

Return form

Dear Client,

We're sorry that our product doesn't meet your expectations and you decide to return the goods.

Return policy

Please notify us at our customer service (info@birds-of-love.com) about defective product or manufacturer's damage within 7 days from the day you received the goods. Defective products must be marked on the form when you're making a return. If you don't possess it anymore, you can enter www.birds-of-love.com and download it in your personal account. We are not responsible for defective product or manufacturer's damage, reported at a later date.

Pay attention that you are entitled to return the product to us within 14 days (the 14-days period starts at the date of receipt of the product). But we accept return of non-used products only. Please be careful and keep all labels in case of return of the non-used product.

Product return guideline

1. Fill in the return form attached to your order and attach it to the product you are willing to return.
2. Put the product with the Birds of Love bag and all delivery notes into a packet.
3. We attach the return label to all of our packets which will allow you to return the products you don't need. Please attach it to the return parcel so that it is visible.
4. You can deliver the parcel to any post office (the cost of delivery is to be paid by the buyer).
5. Keep your delivery confirmation until you receive the return receipt from us. This document confirms your return delivery.


After checking your return delivery, we'll send you replaced product or the relevant sum will be returned to you. It may take up to 14 days depending on the payment method.



Fill in the return form, please:

Order №	Date

Item	Quantity	Size	The reason for the return (select the number)

 Select the number of the reason for the return of goods:

(1) Received the wrong item (2) Item too small (3) Item too big (4) Item damaged

Sender	
Mr./Mrs./Miss	
Name	
Surname	
Address	
Zip Code/City/Country	
Telephone	
E-Mail	

.....
Date

.....
Signature