



## EU RETURNS

If you are not completely satisfied with your purchase, Manduka accepts returns up to 30 days from the delivery date for merchandise purchased on [eu.manduka.com](http://eu.manduka.com) for a full refund. At this time, Manduka does not cover the cost of return shipping, only the initial shipping cost will be refunded if you return your complete order. Please note, Manduka is not able to process exchanges, we simply suggest placing a new order online at your own convenience.

### Your return will be accepted if your item:

- Is returned within 30-days of receipt
- Hard goods is unused and in its original packaging
- Apparel must be unwashed and unworn, clean, and all hangtags must be attached

*\*Please note all returns are subject to inspection.*

### If this describes your return:

- Simply fill out the return form and return to [yogisupport@manduka.com](mailto:yogisupport@manduka.com)
- Send your return to the following address and your refund will be processed within 3-5 business days of being received.

#### **VdH Logistics**

**Att: Manduka Returns**

**Anthonis de Jonghestraat 29**

**9100 NIEUWKERKEN-WAAS**

**Belgium**

### The following returns will not be accepted:

- It has been over 30 days since you received your order
- The item has been actively used or worn
- Tags/packaging have been removed
- Creases/Folds from improper handling and/or storing- it is best to lay the mat flat or keep it rolled up
- Damage from excessive amounts of water or other liquids
- Improper cleaning (i.e. harsh chemicals, damage from a washing machine)
- Damage from use other than yoga or similar fitness activities
- Uneven color patterns or discoloration due to use
- Damage from outside elements/factors that puncture or deface the mat

### Export Countries:

Manduka would be happy to receive returns from countries outside of the EU, however please keep in mind that the customer will be fully responsible for checking that all applicable duties and taxes would be charged to them directly if any should arise. If Manduka is requested to pay for additional taxes upon arrival of your returned merchandise we will refuse the parcel and it will be returned to sender.

Namaste,  
The Manduka Team

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## Returns Form

### Contact Information

Order Number: \_\_\_\_\_ Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

**Items Being Returned** - Please list each item you are returning along with the reason for return using the Reason Codes below. For additional items, use the back of this page.

1. Item: \_\_\_\_\_ Reason Code: \_\_\_\_\_

2. Item: \_\_\_\_\_ Reason Code: \_\_\_\_\_

3. Item: \_\_\_\_\_ Reason Code: \_\_\_\_\_

4. Item: \_\_\_\_\_ Reason Code: \_\_\_\_\_

**Reason Codes:**

<b>F1</b>	<i>Fit</i>	Too Small	<b>Q4</b>	<i>Quality</i>	Damaged Upon Arrival
<b>F2</b>	<i>Fit</i>	Too Large	<b>G1</b>	<i>General</i>	Did Not Support My Practice
<b>F3</b>	<i>Fit</i>	Ordered Wrong Size	<b>S1</b>	<i>Service</i>	Incorrect Item Was Shipped
<b>Q1</b>	<i>Quality</i>	Color Not What Expected	<b>S2</b>	<i>Service</i>	Arrived Too Late
<b>Q2</b>	<i>Quality</i>	Fabric/Texture Not What Expected	<b>0</b>	<i>Other</i>	(please explain)