

RETURN FORM

We of course hope that you are satisfied with your purchase but if for any reason you are not, you have 14 days from the date you received your order to return the product(s) to us. We guarantee a refund if the product(s) are returned in perfect condition, in the original packaging.

HOW TO RETURN AN ITEM?

1. Please complete the returns form section below.
2. Repack the goods together with this return form and the invoice.
3. Send the package to:

Rough Studios
Aploniastraat 78
3084CC, Rotterdam
The Netherlands

RETURNING GOODS FROM OUTSIDE THE EU?

In addition, attach the separate label with our return address and the text 'THIS PACKAGE IS A RETURN' on the outside of your parcel - clearly visible for the courier company. Please note, you will need to pay for return postage yourself.

Please note: You will need to pay to send the goods to us and we strongly recommend you obtain proof of postage – if the product gets lost this is not our responsibility.

DAMAGED/FAULTY ITEM?

If the item you have purchased is damaged/faulty with a manufacturing fault, please contact us directly at customercare@rough-studios.com and we will create a return label for you, so it is not necessary to send the package to the above address.

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Name: Order number:

Mail address:

Reasons for return

1. Wrong Size
2. Fitting Issue (too big/small)
3. Looks different to the image online
4. Doesn't suit me
5. Changed my mind
6. Incorrect item received
7. Poor quality
8. Damaged/faulty

Reason Product Name

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If you require any additional support, please contact us at customercare@rough-studios.com