

MERODA

Order Number:

Customer Name:

Date of Order:

Customer Email:

Product(s) Returned:

Reason for Return:

- Product does not match description on the website *(Please explain how)*
- Bad quality product *(Please add more details below to explain the quality issue)*
- Delivered too late
- Wrong product received *(Please detail incorrect product below)*
- Does not match my expectations *(Please give an explanation to help us get better)*
- Parcel arrived damaged – this has resulted in a damaged product
- Product was damaged, but box and packaging was good *(please send pictures to support@merodacosmetics.com & add details below)*
- Other reason *(Please explain your reason)*

Please give more details on the reasons for return (mandatory for return to be processed):

Instructions

Complete this form in FULL. Otherwise your return cannot be processed. All returned products must be returned unused, unopened and complete in their original packaging. Provide the product with good packaging so that it cannot be damaged in the mail.

Meroda Cosmetics is not responsible for the cost of returning a product. It is advisable to send the products with a Track & Trace code with a reliable shipping service. Meroda Cosmetics is not responsible for damaged or lost packages. Email the Track & Trace code and shipping information to support@merodacosmetics.com as part of the return process.

Need help?

Email: support@merodacosmetics.com

Send your package to:

Returns Department, TRL Fulfilment, Barnsteen 800, Dordrecht, 3316KK, The Netherlands