



## Return form v 3.1

### Returns

For all web shop orders at Planet of Sports applies an approval period of 14 days. The approval period starts at the time you have received the order. Within this period you may view the article and/or fit, unless stated otherwise. After the expiration of the approval period, the purchase agreement is fulfilled.

Check immediately after receiving the package if the product(s) are undamaged and complete. Should this not be the case, please contact us as soon as possible to report this.

Return or exchange is not a problem if the procedure is according to our guidelines. For returning an item or items (within the approval period) the following rules apply:

- Return within the approval period of 14 days
- In undamaged, non-described and original factory packaging without (adhesive) tape or (shipping) stickers.
- Complete, not used and undamaged (Fit of clothing or shoes is not considered as used)

For more information, please see our terms and conditions..

### Conditions

Opened items that do not comply with the above rules remain your property. These items are returned to you and the costs incurred will be charged to you. Some items may not be returned. This includes articles:

- Which are made personal, for example printed clothing or engraved sports prices.
- Which are made according to the specifications given by you, for example stringing a racquet with the desired string and kilos.
- Which are specially ordered for you.
- Whose prices depends on fluctuations in the financial market on which we have no influence.

Always add the Planet of Sports return form with your return shipment, including the return reason, please.

If you return more than one package, please add with every package a note with your name, address and order number or invoice number. Upon receipt of your order, the goods have become your property. Therefore, please make sure you always have the carrier's shipping receipt when returning items. So you can claim any loss or damage to your carrier.

### Exchange size or colour

Do you wish to exchange an item for the same item in another size or colour?

The item can be returned within the approval period. The new article can be ordered easily as a new order on our website. An order of the same item in a different size or colour is considered as a new order. Planet of Sports therefore charges shipping costs (if necessary) for preparing, transporting and delivery of the order. In the shopping cart you will see the shipping costs for your order. If you have any questions regarding this, please contact us by e-mail or phone.

### Costs of return/refund

The costs for returning to Planet of Sports are always for your own account. In case of an incorrect delivery or a defect/damaged item, we will refund the € 6,95 shipping costs afterwards. This will be done after receiving and reviewing the product. Returning or exchanging items at our shop in Eindhoven is free of charge.

Returning items from abroad is not a problem, these costs are also for your own account. Please check your local shipping companies for the accurate prices for sending a package to the Netherlands.

Returns are handled daily. As soon as we have received your return shipment intact, within 14 days, the purchase amount will be refunded to the account with which the order has been paid.

### Return address

Planet of Sports  
Zeelsterstraat 32  
5652 EK EINDHOVEN  
The Netherlands

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**This return form** must be filled in and to be sent in the box with the article. Provide the package to the carrier and please keep the receipt. Add a copy of the invoice or the confirmation e-mail to this return form. Without a fully completed return form and a copy of the invoice or confirmation e-mail, we are unable to process your application.

*I hereby inform you that I terminate our agreement regarding the sale of the following goods.*

### **Your data**

Name	
Address	
Postal code	City
Phone number	Mobile
IBAN (bank account)	
E-mail address	

### **Article data**

Brand
Article
Order code and/or Invoice number
Purchase date

*We would like to ask you to fill out the following points, it is not required*

### **Purchased in:**

Check what is applicable

- web shop     store     otherwise:

### **Reason of return:**

Check what is applicable

- Article does not fit
- Does not meet my expectations
- Broken or damaged
- Wrong article sent
- Otherwise:

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