



Thank you for your order.

We have carefully selected your order and shipped it as fast as we could. Hopefully the order will meet your expectations. If the order does not meet your expectations, you have 30 days to return the items.

Please note: if you wish to exchange your product free of charge, contact us by sending an email to webshop@goosecraft.com

Your order information

Name:

Order/Reference number:

Ordered on:

Reason for return

- [1] Article too small
- [2] Article too big
- [3] Article is damaged
- [4] Received several sizes/articles
- [5] Colour is different than expected
- [6] Exchange; I will send an email to reserve a new article
- [7] Other reason:

Return adress

Hartevelt BV
To Goosecraft
<your order reference number for e.g. 3000001258>
Molensteijn 8
3454 PT De Meern
The Netherlands

Please note: return costs are costs carried by the customer.

Attach the return form in your package

Please enclose this form.

General Conditons / Article 8 – Exercising the Consumer's right of withdrawal and the costs

1. If the Consumer exercises his right of withdrawal he shall notify the Entrepreneur unambiguously with the standard form for withdrawal within the period of reflection.
2. The Consumer shall return the product or deliver it to (the authorized representative of) the Entrepreneur as soon as possible but within 14 days counting from the day following the notification referred to in sub-clause 1 (General Conditions Goose Craft BV). This need not be done if the entrepreneur offered to collect the product himself. The Consumer observed the period of returning the product in any event if the product is returned before the expiration of the period of reflection.
3. The Consumer shall return the product with all delivered accessories and if reasonably possible in the original state and packing and in conformity with reasonable and clear instructions given by the Entrepreneur.
4. The risk and the burden of proof for the correct and timely exercise of the right of withdrawal fall on the Consumer.
5. The Consumer shall bear the direct costs of returning the product. If the Entrepreneur has not reported that the Consumer has to bear these costs or if the Entrepreneur pointed out that he will bear the costs himself, the Consumer need not pay the cost of returning the product. If the Entrepreneur offered to bear the cost, cost up to the standard basic shipment cost will be compensated for. All cost above 15 euro should be agreed up on front by the Entrepreneur.