



COTTONCAKE

THANK YOU FOR YOUR ORDER!

If your purchase is not exactly what you are looking for, you have 14 days to return. Here's how it works:

1. Simply fill in the form below.
2. Write down the reason for returning the item.
3. Enclose this form with your parcel and return the package to the address below.
4. Please retain a proof of postage until we have confirmed your return has been processed.

OUR POLICY

Returned items must be unused, unopened and in original condition. The seal of the perfumes and candles must remain untouched, once opened these items cannot be sent back. Free gifts or promotional items are non refundable.

We advice you to send a trackable package. It's your responsibility until it reaches us. We can't be held responsible for any delays, missing items or damage.

Only the shipping costs and costs made for return shipment of faulty/damaged items are refundable. The shipping costs and the costs made for the return shipment for other reasons are not refundable.

Note: it is NOT possible to return your online purchase to our Amsterdam based concept store. We work together with the amazing people at sheltered workshop Romca Packing. They organize our stock and shipments.

YOUR ORDER SUMMARY	
Order date:	Order number:

PRODUCT CODE	DESCRIPTION	REASON