



Kobout return policy

Did you order too much or an incorrect item? - We offer you the option to request a return, if the following conditions are met:

- Return requests for goods with a value below € 65.00 will not be accepted.
- Return requests are considered within 2 months of the delivery date.
- Goods must be returned in their original, unopened, undamaged and unmarked packaging.
- Goods cannot be returned if we do not keep them in stock or if they have been custom-made for a specific order.
- A minimum charge of 10% will be made for handling and administration, with a minimum charge of € 25.00.
- Packaging of the goods must be kept strictly separate from other returns.
- Return requests that meet the above conditions can be sent to: salesupport@kobout.nl, including the following information:
 - VS order number and/or Kobout invoice number
 - Kobout item number, description
 - the quantity returned
 - reason for the return
- Goods may only be returned after written agreement with a Kobout Return Order reference.
- Goods must be returned to our warehouse within 30 calendar days after agreement and accompanied by the official *Return Order*.
- Return address:
Kobout BV Returns,
Nijverheidsweg 41, 3341 LJ Hendrik-Ido-Ambacht, Netherlands.



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