

frau

Your order number:

Don't forget to include the return note and the receipt.

Description	Size	Article number	Quantity	Price

Why are you returning the item(s)?

1. It did not meet my expectation
2. Too small
3. Too big
4. The colour did not match the picture on the website
5. Look or feel of the material is not exactly what I expected
6. The item is damaged
7. Not the product I ordered
8. Other

Item you wish to return	Reason for return	Quantity

Dear

Of course we hope you are happy with your purchase. But if you decide not to keep the garments or items, you may return the goods within 14 days after the purchased goods were delivered. We'll give you a full refund by the same method you used to pay.

If you decide to return something, please ensure that it is in perfect condition. This means:

- the garments or objects are unused and not damaged.
- the garments or objects are returned in the original packaging (including labels, accessories and associated documents).
- the garments are clean (no deodorant, perfume or make-up stains).
- the garments are unworn and unwashed.
- shoes should be returned in their original, undamaged shoe box as this is considered to be part of the delivered goods and inside another solid carton box in order not to damage the original packaging.

We understand trying on new clothes and shoes is exciting but do not remove the tags. Once the tags are removed, we can't take the items back. When you try on shoes, please do so on a soft, carpeted surface so that the soles are not damaged.

To return the items safely, please follow these steps:

1. Notify the customer service centre by email (info@frau.boutique) of your wish to return goods. Don't forget to mention your order number.
2. Fill in the return note and mention the items you wish to return, the reason for the return and the quantity.
3. Pack your items in the original plastic bag and box (we try to keep waste to a minimum, so please consider the environment and re-use our packaging as much as you can). Please be sure that the parcel is taped securely. Don't forget to include the return note and the receipt.
4. Send the package to the return address: Frau, Dorp-West 114, 9080 Lochristi, Belgium. The shipping costs are to be borne by the customer.
5. Responsibility for the return is yours until the parcel reaches us. Please remember to ask for proof of postage, when dropping off the package at a Bpost parcel shop of your choice or any other parcel service.

When will I receive my refund?

You can expect to receive a refund within **2 weeks** of sending it back to us. Once we have processed the return you will receive a return confirmation email from us. If you haven't received an email within 14 days after sending your return back to us, please contact us for further assistance.

Frau reserves itself the right to refuse to refund the corresponding amount of the returned goods, if it considers the goods to be used or damaged by debt other than by Frau or the supplier of the delivery.