

ATTENTION: FILL IN THE ORDER NR: _____
(mentioned on the delivery slip)

Dear Rucanor customer,

We would like to inform you how simply you can return or exchange your ordered items.

Within 14 days of receipt of the order, you can return / exchange the shipment. The shipping date is stated on the delivery slip. The return shipment / exchange will only be accepted if the items are unused and packed in the original packing with attached ticket, with the barcode being visible. The one-time fit of clothing or shoes is not considered to be used.

EXCHANGE:

You can exchange the item free of charge. Swapping can only be for a different size or color. To exchange an item, please fill out the table below. Do you want another article? We would like to refer you to www.rucanor.com to place a new order.

Item to be exchanged:			New item	
Itemcode:	Color:	Size:	Color:	Size:

RETURN:

The costs for returning goods are for your own account. You can use the following address:

Sport Services Sales B.V., Laan van Europa 390, 3317 DB Dordrecht, the Netherlands

Would you like to be kind to fill out the following information and add this form into the return shipment:

Date		Address	
Name		Zipcode	
Order number		City	
Telephone number		E-Mail	
IBAN bank account			
Item code	Color	Size	Quantity
Reason (number + explanation) *			
* Reason:			To be completed by Sport Services
1	Incorrect delivery		Nr. return document
2	Not as desired (size / color / material / different:)		Paraaf
3	Other reason (with explanation):		Date

Upon receipt we will send you the required size or refund the purchase amount.

Sincerely,
Rucanor Team