



**Return policy**

We hope that you are happy with your new AYVI product(s). However, if you are not satisfied with your purchase, you may return your order within 14 days of delivery. Please note that products can only be returned if they are in brand-new, unused condition.

**Return procedure:**

You may return your order within 14 days of delivery. The responsibility for the items that you return lies with you. Please use the following return address:

AYVI Amsterdam BV / KvK 69862389  
Poortland 240  
1046BD Amsterdam  
The Netherlands

Make sure to include the return form with your name, order number, total price of the product(s) returned and bank account number. Once we have received your parcel in good order, i.e. with the product(s) in unused, undamaged condition and wrapped up in their original packaging, we will refund the price of your purchase. Your refund will be processing within 14 days after receiving your returned items.

Name: .....

Address: .....

Email: .....

Telephone number: .....

Date: .....

Product name: .....

Order number: .....

Price: .....

Bank account .....

Do you have suggestions, questions or a complaint? Please send an email to: **INFO@AYVIAMSTERDAM.COM**