



21RUN

RETURN FORM



Step 1 What is your name and order number?

Name

Order number

Step 2 Which item(s) would you like to return?

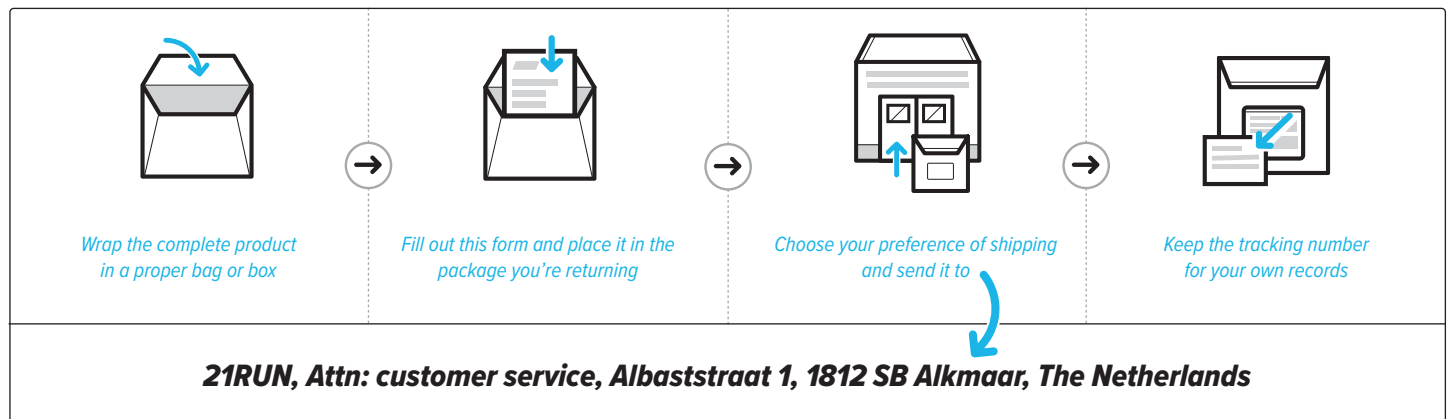
Qty	Product description	Article number	Size

Step 3 Reason for return?

<i>Item doesn't fit</i>	<i>Ordered multiple sizes</i>	<i>Doesn't meet expectations / other reason</i> <i>(Please explain below)</i>	<i>Received defective or wrong item</i> <i>(more information on the back)</i>
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Questions or remarks? Let us know!

HOW TO RETURN YOUR ORDER



RETURN POLICY

- ▶ Please keep in mind that goods are returned to us at your expense and that you are responsible for organising the shipment of the items yourself.
- ▶ Products that have actually been used cannot be returned. Trying on products and returning them because they are not the right size is of course permitted. However, when products show traces of usage we cannot take them back.
- ▶ 21RUN gives you 60 days, starting from your date of purchase, for returning a product.
- ▶ The refund will always be initiated as soon as possible and always within 10 working days after receipt.
- ▶ The purchase amount will always be transferred back in the same way the order was paid.
- ▶ In case you have received a damaged or incomplete product, please contact info@21run.com before returning the product.
- ▶ A returned product should still be in new condition, clean (but unwashed) and undamaged. Products can only be returned when they haven't been used. Used products cannot be returned.
- ▶ A returned product has to be packed in the original packaging and all labels should be attached.
- ▶ Please always pack a product in a proper bag or box and don't use the product packaging as shipment packaging.
- ▶ In case the criteria above are not met, 21RUN can charge extra costs.

Have you received a wrong or defective product?
Please contact our customer service.