**Return policy**

Items bought from ORDILU can be returned within 30 days of receipt of shipment in most cases. During this period, you can try the product and examine it just like you would when you buy something in a physical store. The product must be in the same condition that you receive it and undamaged in any way. You are allowed to take the product out of its packaging, unless the packaging is sealed. If you decide to return the items, you’ll need to let us know by filling in the return form on our website. You can also let us know that you want to return your order by sending an email to: info@ordilu.com. Please note that you must send the items back within 14 days of informing us.

Processing your return

After we receive your return shipment, we will inspect the returned items and start processing your refund. If anything is damaged or missing from the returned products, you will be informed about this. A certain amount can then be deducted from the money to be refunded. The money will be refunded to the original payment method you’ve used during the purchase, unless you prefer otherwise. The refund will be paid within 14 days. You will have to cover the return shipping costs yourself.

Non-returnable items

The following types of items cannot be returned:

\*Products that have been custom made according to specifications provided by the buyer.

\*Products that come sealed and which cannot be returned with a broken seal.

**Withdrawal Form**

**If you would like to withdraw your contract, please fill in this form and send it to:**

**Schelpweg 2**

**4357 BP DOMBURG**

**The Netherlands**

**Or by email:**[**info@ordilu.com**](mailto:info@ordilu.com)

**I hereby would like to withdraw from our concluded contract on the purchase of the following**

**Order number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Goods:**

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**Ordered on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Received on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer name:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer address:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Customer signature and date:**

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