# Return form

Name:

Order number:

I am returning the following item(s):

I would like to:

O  received my payment back
O  Exchange for the next item(s):

Reason for return:

O  product not satisfactory
O  size not right
O  product is damaged/defective because:

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# How to return your purchase

- **Is your product not working?** You can always contact us if you have any questions about the functioning of your product.

- **Is the size not right?** Use the return form to exchange your order. You can also choose to place a new order. That way you will have the right size delivered to you faster. You can then return the wrong size using our return form.

- Do you want to return your product because you are not 100% satisfied for another reason? You may return your order **within 30 days**.

- The shipping costs for returning the goods are to be borne **by you**. Unless we have made a mistake of course. Our philosophy behind this choice is that otherwise we have to make the product more expensive, also for people who want to keep their products. We hope for your understanding.

- Fill in the return form and add it to your return package. Take your package to the post office and use the following return address:

  HeatPerformance

  Keizerskroon 45

  2215 ZB Voorhout

  Netherlands

Important: When returning the goods please state clearly that it is a return and that the value of the goods is therefore £0.

- As soon as we have received your order, we will return your payment within 7 days, in the same way as you have paid us.

## Is everything in the box?

⇒ If applicable, are the **caps** neatly back on the cables? Have you put the **batteries back into** their packaging? Did you return the product undamaged to its plastic packaging? Also send back the **adapter** and the **user manual**.

⇒ Do not use the luxury storage box as a shipping box but put it in the box we used to send your order.

⇒ Finally, please add the **completed return form** to your return package.

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