

Returns

We do our utmost to keep our reputation and quality of high standard. Our service aims to do this for all our customers. Despite our care it could happen you are not satisfied with your purchase, then you may return or exchange the product. You have your products on sight for 7 days and returning of your purchase should be within the 7 days. After your on-sight period the purchase is definite.

How do I return/exchange a product?

You should download our Return/Exchange Form. Please fully complete this form and include it in your return parcel. Without the exchange form we cannot accept your return. Give a clear description if you wish to return or exchange the product for another size or color, or for another product.

The previous charged shipping costs will not be included in our refund. Return shipping costs for a return parcel will be the responsibility of the customer. Costs for your new or exchanged product will not be charged. If however with your Return you decide to order some new products from our collection then we will charge the regular shipping costs.

How do I use the included pre-printed Return Label?

For your convenience we included a Return Label with pre printed return address. Follow the below written steps for the use of the Return address Label.

Step 1

Stick the Return Label on your parcel, after having removed the old one, or it should completely cover the old sticker. Use scotch on all 4 sides of the label.

Step 2

Make sure your parcel is well closed. Use broad tape, or ask your local post office to tape it for you. Be sure to have included the Return Form together with your product.

Step 3

Give your parcel to TNT or UPS, or another reliable carrier and use their track and trace option.

Return Address

Send your parcel including your Return Form via a pre paid, safe and traceable method for assurance of your delivery.

Nora Lingerie Nederland
Attn. Return Processing
Hegdambroek 1732
6546 VZ Nijmegen
the Netherlands

Please Note

- Shipping, handling and custom charges are non refundable.
- Your refund will be credited to your account as soon as your return parcel is received, processed and confirmed.
- Please calculate a week for this process.