

Return Form

Return Policy

At Musthavvy, we value our customers and strive for 100% satisfaction. We understand that there may be times when you want to return a purchase. This is our policy to ensure that the process runs smoothly:

1. **Return Period:**

You can return your order within **14 days** of receiving it, provided it is in its original packaging and meets the conditions below.

2. **Return Conditions:**

- **Shipping Costs:** The return of items is at your own expense.
- **Responsibility:** We cannot be held liable if a return package does not reach us or is lost. Please ensure that you choose a reliable carrier.
- **Delivery Address:** Make sure to send the package directly to the address provided by us; otherwise, it will unfortunately be returned to the sender. The delivery address is on this return form.
- **Condition of the Product:** Products must be unused and returned in their original condition.
- **Return Form:** This form must be fully completed. Without a fully completed return form, we cannot process the return.

Customer Details:

- **Name:** _____
- **Order Number:** _____
- **Order Date:** _____

ITEM INFORMATION:

Product name	Quantity	Return reason

EXCHANGE FOR:

- Refund (not possible for 'Blind Date with a Book' and sale items)
 - Store Credit
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COMMENTS:

Return Process:

1. Ensure the item meets our return conditions.
 2. Return the item using a carrier of your choice.
 3. Once we have received the return shipment in good order, we will refund the purchase amount (excluding shipping costs) within **10 working days** to your account.
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Non-compliance with Conditions:

If a return shipment does not meet our requirements, we unfortunately cannot process it. We will keep the item for a maximum of **7 days**, giving you the opportunity to contact us and return the package at your own expense.

Extra Tips for Quick Return Processing:

- Ensure the item is well-packaged to prevent damage during transport.
 - Preferably use the same packaging materials in which we sent the product to you.
 - Do not stick labels directly on the product packaging.
 - Do not write directly on the product packaging.
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Sale Products and 'Blind Date with a Book':

- Sale products can be returned for a voucher.
 - 'Blind Date with a Book' can be returned for a voucher; however, returns are not possible if the book has been read or if you receive a duplicate without previously indicating which titles you already own.
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QUESTIONS? CONTACT OUR CUSTOMER SERVICE:

- **Email:** [Returns@musthavvy.nl](mailto>Returns@musthavvy.nl)
- **Phone:** +31 6 47413667