

RETURN POLICY

Would you like to return your order? Please follow the step-by-step instructions below.

1. Try or check the product as soon as possible after receipt and leave the packaging and cards intact as much as possible. Please note that in case of damage to the product or horse hair/dirt on or to the product, the return will not be accepted. Make sure that the product stays clean.
2. If you want to exchange or return the product please download the return form and fill it out.
3. Pack the product well and add the return form, without the return form the return cannot be processed. (If you want to send the product in a used box remove old barcodes).
4. Send the parcel sufficiently stamped to the address below and keep (or mail us) the tracking code. If you send the return from outside the EU, make sure you don't include an invoice and clearly indicate it's a return shipment.
5. We process the return within 7 days, and if you want to exchange, we will send the new product free of charge.

THE RETURN ADDRESS IS:

HypoStore
Gildenweg 14
8304 BC Emmeloord
Netherlands

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation you have another 14 days to return your product. You will then be credited with the full order amount including shipping costs. Only the costs for return from your home to us are for your own account. If you make use of your right of withdrawal, the product will be returned to HypoStore with all delivered accessories and in the original condition and packaging, supplements cannot be returned if the seal or seal is broken or opened. To exercise this right, please follow the step-by-step plan above. We will then reimburse the order amount due within 14 days after notification of your return and if the product has been returned in good order.

If you have changed your mind about an order placed through this site and you wish to return the goods, please do so as soon as possible after receipt. Because shipping is always at the risk and expense of the sender, the package must be properly packed and sufficiently stamped to be (do not forget to remove any old barcodes from the box). When the returned goods are complete, in original packaging and unused, we will refund the purchase amount paid by you to your account as soon as possible (usually within 14 working days after receipt of the package).

For quick processing always enclose the return form. Also indicate clearly on the package it's a return shipment when you live outside the EU and don't include an invoice, we will decline packages when we have to pay the import duties again.



RETURN FORM

(Please complete and attach this form only if you wish to exchange or return products)

Customer details

Name _____
Address _____
Postal code _____
City _____

Order details

Order number _____

The following product(s) will be returned		
Product description	Quantity	Return code*

I would like to exchange for the following products (if applicable)		
Product description	Quantity	Comments

Purchase date ____/____/____

Receipt date ____/____/____

Return date ____/____/____

*Return codes

1. Product is too small
2. Product is too big
3. Does not meet expectations
4. Wrong product delivered
5. Damaged product/manufacturing error
6. Other; _____

