RETURN Form

First of all we would like to thank you for your order at SWAY! We hope that you are satisfied with your order. If there is a problem, please let us know (hello@swaystore.be). We do everything we can to fix your problem and to optimize quality and service. You can use this form if you want to return or exchange something. Regardless of whether you want to exchange or get a refund. You can return the item(s) within 14 calendar days after receipt of your order. When you wish to return a product this product should be located in its original condition: it must not be worn and/ or damaged and needs to be returned with the original tags attached.

Please use this address to return the items:
WOODLANE BVBA - SWAYSTORE Online
Parijsstraat 14,
3000 Leuven

Please note!
*The above recipient and address must be listed correctly and precisely. Otherwise, the parcel can not be delivered and will be returned.
* Returns must be accompanied by a completed return form.

Exchange:
If it is a product that you want to exchange, then SWAY will pay the shipping charge once per order to send the new product. The shipping costs for the return are for you to pay.

Refund:
If you choose to refund the money of the returned product, we deposit this amount back to your account as soon as possible (no later than 30 days after the return), as soon as the returned products are back in our possession. If you live abroad (EU), we need -besides your bank account number- your bank and SWIFT- or BIC- code. Are you living outside the EU you should also specify the address of your bank.

Error:
If we made a mistake in your order or is there a defect, we will ask you to send this product back to us. As soon as we have received your product, we will pay the shipping costs back of course.

Brand	Item	Color	Size	Price	Exchange or Refund?
1.					
2.					
3.					
4.					
5.					
6.					

Reason exchange / Refund:

Name, first name & **EMAIL** :

Bank:

IBAN :

SWIFT- or BIC- code:

Address Bank (outside EU):

OR

Paypal email address:

Order number :