



## Return & Refund Policy

**Thanks for shopping at berg & maan. If you are not entirely satisfied with your purchase, we're here to help. Please contact us first via [hello@berg-maan.com](mailto:hello@berg-maan.com), so we can together look for the right solution.**

### **Returns**

You have 30 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. The item can be sent to the following address:

berg & maan / Retour  
De Steenkuil 5  
3442 CS Woerden

Your return needs to include a note with the required information:

- 1) Name
- 2) Order number
- 3) E-mail address

Without the required information, we will **not** be able to process your return.

### **Refunds**

Once we receive your item, we will inspect it and notify you by e-mail that we have received your returned item. If your return is approved, we will within a week initiate a refund to your original method of payment. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

### **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Make sure to frank enough, and to keep the confirmation of shipment.

If you have any questions related to returning your items, contact us via [hello@bergmaan.com](mailto:hello@bergmaan.com).