

# RETURN & REFUND POLICY

THANKS FOR SHOPPING AT PHOENIXTHELABEL.COM

IF YOU ARE NOT ENTIRELY SATISFIED WITH YOUR PURCHASE, WE'RE HERE TO HELP.

## RETURNS

- YOU HAVE 14 DAYS 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.
- YOUR ITEM MUST BE IN THE ORIGINAL PACKAGING.

YOU CAN SEND YOUR RETURNS TO

PHOENIX THE LABEL RETURNS  
ALBERTUS PERKSTEEG 17A  
1217MA  
HILVERSUM

## REFUNDS

- ONCE WE RECEIVE YOUR ITEM, WE WILL INSPECT IT AND NOTIFY YOU THAT WE HAVE RECEIVED YOUR RETURNED ITEM. WE WILL IMMEDIATELY NOTIFY YOU ON THE STATUS OF YOUR REFUND AFTER INSPECTING THE ITEM.
- IF YOUR RETURN IS APPROVED, WE WILL INITIATE A REFUND TO YOUR CREDIT CARD (OR 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. SHIPPING COSTS ARE NONREFUNDABLE.

## CONTACT US

IF YOU HAVE ANY QUESTIONS ON HOW TO RETURN YOUR ITEM TO US, CONTACT US.