

## Addventor B.V. Online Store Returns Procedure

If you have a return that was NOT purchase directly from Dunlop Manufacturing, Inc. we ask that you return the product to your place of purchase. If you need help with your return, please mail our customer service professionals at [service@addventor.nl](mailto:service@addventor.nl).

At Addventor B.V., customer satisfaction is our #1 goal.

If you are not completely satisfied for any reason, you can return an item within 30 days of receipt for a full refund of the merchandise purchase price. Refund will be for the purchase price, in the original form of payment. Original delivery and handling charges are nonrefundable. Return shipping charges are the responsibility of the customer.

Three easy steps to return your item:

1. Complete the following:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Daytime Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Order Number or Invoice Number: \_\_\_\_\_

Returning Item Description: \_\_\_\_\_

A brief description of the problem and why you are returning the item.

\_\_\_\_\_

\_\_\_\_\_

2. Mail to [service@addventor.nl](mailto:service@addventor.nl) to get a return authorization number. We are open Monday – Friday 8:00am – 5:00pm GMT.

Return Merchandise Authorization Number: \_\_\_\_\_

3. Mail your package back to us with the shipping label below.

Please allow a minimum of 21 days for us to receive and process your return.

We'll credit or refund the value of the merchandise total (excluding delivery and handling charges).

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Addventor B.V.  
Internet Returns  
Rolderbrink 308  
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