

“Am I allowed to return my item within the return period?”

Thank you for reaching out.

We're sorry that the item you ordered [doesn't meet your wishes/expectations / was delivered too late / wasn't what you ordered]. We understand that you want to return it.

Of course, returns are possible. You can return items free of charge within the 30-day cooling-off period. You can do so in your bol customer account. Go to the order you want to return, click the 'register return' option, and follow the instructions. You can print a return label and stick it on your package.

It's important to keep the following in mind:

- Pack the item up well, preferably – if possible – in the original packaging. Use a shipping box to protect the item from damage.
- Stick the return label on the shipping box.
- If you overwrite the return address, please don't forget to provide your return number.
- Are you dropping off the package? Don't forget to ask for a receipt as proof of delivery.

We will process your return as soon as we receive it. This can last up to [specify a time period, for example, 3 business days]. You can use the track & trace code to see where your package is exactly. If we have any questions about your return, we will contact you.

After processing your return, bol will automatically refund the purchase amount within 5 business days or forfeit the outstanding amount.

We hope this answers your question. If it didn't, or if you have other questions, please don't hesitate to reach out. We love to help.

Have a nice day!

Kind regards,
[Name partner]

bol.