



EldurApi®

NAME

ORDER NUMBER

E-MAIL ADDRESS

ITEM CODE

DESCRIPTION

RETURN  
NUMBER

RETURN  
CODE

### RETURN CODES

01. DAMAGED

02. WRONG ARTICLE RECEIVED

03. WRONG ARTICLE ORDERED

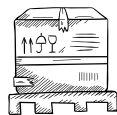
04. OTHER, REASON:

1



Fill in the return form and pack the items (undamaged and in their original condition) in the original packaging.

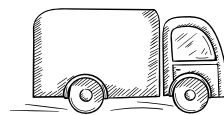
2



Please note the return address on the package:  
**EldurApi**  
**Vaartstraat 4**  
**4571 LS Axel**

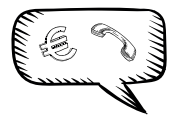
This step is not necessary when you return the package to our showroom.

3



Please return the package within 14 days using your chosen parcel service.

4



We will process your return within 14 days of receipt. If the return is approved you will receive a refund. If the return is rejected, we will contact you.

The return is at your own risk and at your own expense. Returns in the showroom are free of charge.

For exchanges, a new order must be placed by the customer.

Have you received an incorrect or defective item? Please contact the customer service.

Extra information about returns can be found on our website.

**ELDURAPI.COM**