



# FONCER – RETURN POLICY

## 1. Our 14-day return window

**1.1** We want you to have the perfect fit of our Foncer garments. If something is not quite right, you have the right to cancel and return your order for any reason within 14 days. This period starts on the day after your package is delivered.

*It would really help us if you shared the reason for return; we are always looking to improve our products and service.*

**1.2** Once you have notified us of your intent to return your items, you have an additional 14 days to ship your package back to our fulfillment center.

## 2. Condition of returned items

**2.1** Please feel free to try your items on to check fit, comfort, and sizing, exactly as you would in a store. However, items being returned must be unworn, unwashed, and in their original condition with all brand tags intact.

**2.2** We inspect all returned garments upon arrival at our warehouse. If an item is detected as washed, stained, damaged, or actively worn rather than merely tried on, it will not be accepted for a refund. In such cases, we will notify you via email. You will have 14 days to either:

- a.** Request the item be shipped back to you at your own expense (subject to an administrative and shipping fee of €12.95 for EU orders) or;
- b.** Instruct us to recycle the item.

*If we do not hear from you within 14 days, the item will be recycled.*

## 3. Cost of returns

**3.1** The cost of return shipping is borne entirely by the customer. You are free to purchase a return label from a postal courier of your preference.

*Please note that the customer is responsible for the risk of loss or damage to the items during transit back to us. We highly recommend using a trackable shipping service and retaining your proof of shipment until your refund has been fully processed.*



3.2 If you receive an item that is defective, damaged, or completely incorrect due to our error, please contact us immediately. In these cases, we will issue a prepaid return label for the return of the item(s).

*Please note: requests issued more than 2 days after receiving the items will not be taken into account.*

## 4. Refunds and processing times

4.1 Once your return package arrives at our facility, we will inspect the items and process your refund within 14 days.

4.2 Your refund will include the original purchase price of the garments.

4.3 As a customer, you are free to choose between a:

- a. Refund via a store voucher or;
- b. Refund via the original payment method used during check-out (e.g., iDEAL, Credit Card, PayPal).

## 5. How to start a return

To initiate a return, please notify our support team on [support@foncer.nl](mailto:support@foncer.nl) with your:

- a. Name and address;
- b. Order number;
- c. Item(s) you wish to return;
- d. Reason for return.

We will then send you a confirmation within 5 business days about all steps in the return process.