

How to return my product?

Thank you for trusting us.

Customers can withdraw goods within 14 days. Withdrawal must be in writing in order to be effective, or else the goods may returned back to us. The period starts on receipt of the goods. Declaration of withdrawal or return of goods has to be filled in the online form in the menu << RETURNS >>.

You can contact our Customer Service by email: sales@editionlidu.com. We will answer you within the next 48 to 72 hours with a RMA number (return merchandise authorization).

Product Information & Reason for Return

Product Name _____ **Product Code** _____

Order Number _____ **Quantity** _____ **Product is opened?** **Yes** **No**

Order Error **Product damaged by delivery** **Received Wrong Item**

Faulty, please supply details _____

Other, please supply details _____

Problem description

RMA number (necessary) _____

Date _____

Signature

PLEASE ENCLOSE THIS DOCUMENT WITH THE PARCEL.

Failure to follow this procedure will result in the refusal to support your request. All packages without RMA number will be refused.