

Returns process

RETURNING A PRODUCT FROM THE SECRID WEBSHOP

To provide you with the best service, please follow the instructions below.

1	Pack your Secrid product(s) and completed Returns Form in the same box	
2	Cut off the return label at the bottom of this page and tape it to the box	
3	Drop off your package free of charge at the nearest Royal Mail customer service point	
4	If you have paid for the order, you'll receive a refund within 14 days	

TIP

Secrid products are often too small to receive a track & trace code, a tracking number that allows you to follow your shipment.

Please make sure you use a box that will be sent as a package (larger than 38 x 26.5 x 3.2 cm) and keep the proof of postage.

WE'RE HAPPY TO HELP

If you have any questions or remarks, feel free to reach out to us. Our customer care team is available on business days from 08:00 to 18:00.

SECRID RETURN & REPAIR

+31 (0)70 390 2180
 returns@secrid.com
 secrid



Secrid BV
Antwoordnummer 16067
2501 VE Den Haag
The Netherlands



PLEASE DO NOT CHARGE THE CUSTOMER.

This is a UPU accepted label for returning goods up to 2 kg free of charge to an international reply number.

Returns form

CONTACT INFORMATION

This way we can ensure that the correct order is processed and the refund goes to the right account.

First name: _____

Last name: _____

ORDER NUMBER

You can find this number in the e-mail you received after placing your order in the Secrid webshop.

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PRODUCT(S) & REASON FOR RETURN

We appreciate your feedback and are committed to providing you with the best products and service.

Serial number:

Reason:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	1	2	3	4	5	6	7	8	9
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Choose from the reasons below and tick above which applies.

- | | | |
|--------------------------------|----------------------|---------------------------|
| 1. Looked different in webshop | 5. Ordered wrong | 9. Other, namely... _____ |
| 2. Ordered multiple products | 6. Cheaper elsewhere | _____ |
| 3. Other product than ordered | 7. I changed my mind | _____ |
| 4. Product doesn't work | 8. It was a gift | _____ |

WHERE CAN I FIND THE SERIAL NUMBER?

You can find this unique code on the inside of the aluminum where the cards are placed.

