



Please fill out the requested information to help us process and refund your return correctly.

#### Exchanges & Returns

We accept all returns within 30 days, counting from the day that you've received your order. Returned items must be in their original condition. We can not accept any items that have been used or washed.

To accept the return of an item, it must be sent back in the same package as received.

If any mistakes or faults in the order, Tierra Lina will replace the order and cover the shipping costs. In all other circumstances the return shipping of our items will be a cost for the buyer.

#### How to return my package?

1. Send an email to [info@tierralina.com](mailto:info@tierralina.com) with the complains.
2. Place the items you would like to return in the package that you received.
3. Fill in this return form and place it in the package with the items.
4. Take your package to a local post office and send the package with tracking number back to the following address:

Tierra Lina  
Bosstraat 40  
9111 Belsele  
Belgium

5. Once received your items we will send your new order without extra delivery costs in return as soon as we can. In case you are not satisfied with your order we'll give you a full refund by the same method you used to pay within 14 days.

#### Return from

Order number\* \_\_\_\_\_

Name\* \_\_\_\_\_

Order date DD-MM-YY \_\_\_\_\_

Email address \_\_\_\_\_

Shipping and Tracking Number\* \_\_\_\_\_

Return code*	Qty*	Product style*	Article code*	Size*	Description

#### Return codes:

1. Too large or too small
2. Wrong item or wrong size delivered
3. Faults in the design, wrong stitches,..
4. Delay in delivery, changed mind or other