

Moment by Moment Amsterdam
PROCEDURE RETURNS 2021

Received incorrect articles (report within 5 working days after receipt)

1. Article does not concur with the article on your packing slip
2. Quantity of the article does not concur with the packing slip
3. Wrong article has been put into the computer or delivered by us
4. Quality of the delivered article does not comply with the agreement (damaged etc.)
5. Article does not comply with your quality demands.

At the time of delivery, (at the latest within 48 hours) the delivered goods must be checked on the following:

- Have the correct goods been delivered (does the article number comply with the article)
- Does the quantity of the delivered goods comply with the order (for example the number of articles and their quantities).
- Have the correct goods been delivered, as ordered by you. (Has the correct article been put in the order)

Deviations and returns must always be reported in writing by means of sending an e-mail to saleservice@momentbm.com mentioning:

- Your report of the deviation and/or short delivery
- Return articles must always be reported with the mentioning of the article number, quantity and reason for the return.
- The name of your contact person and
- The direct telephone number

The Sales Services department will contact you immediately after receipt of your report and confirms to you by e-mail with return slip.

After confirmation and appointing of the return number, no more articles may be added and/or removed from the shipment. Deviations in return shipments shall be reported to you by the return department as soon as possible. Priority is always given to subsequent deliveries before crediting.

Claims reported after a period of 14 days after the invoice date are not dealt with anymore. After this period the purchaser is deemed to have approved and accepted the goods.

The Sales Service Department decides if/ and how the returns are going to be returned.

For that purpose you will receive a return slip by e-mail. In this e-mail is mentioned: the way of returning it and the address where it must be returned to. **A shipment without a return slip shall not be accepted and refused to be received. A shipment to a different address than indicated shall not be accepted and refused for reception.**

Shipment- and return costs are always for the account of the customer, unless the Sales Service decides to have the goods returned for her account. This depends on the complaint.

Validity of the announced return shipment: The return slip has a validity of 10 days, as mentioned on the return slip. The goods must be returned within this fixed time or else the return slip expires. The return is processed immediately at receipt. The exchange or crediting is handled the same.