

Thanks for shopping with us! We started our company out of love for bicycles and hunger for innovation. We pursue only one goal: helping people from all over the world move around town fast, easy and in style. We hope you enjoy using your gear as much as we enjoyed developing it, but if for any reason you are not fully satisfied with your purchase you may return your unused product. Just take the following action:

1. Make sure the product is unused and still in original packaging
2. Fill out this form completely
3. Send your item(s) and the invoice (original or copy) and this form to:
VANMOOF / STRIDA web shop, Wibautstraat 129 5F, 1091 GL Amsterdam, The Netherlands

Name

Full address

Country

Daytime phone #

Date of purchase

Item # or product description

Total quantity of items returned

Bank account #

International Bank Account Number (IBAN)

Name of accountholder

Invoice number (listed top left of your invoice)

Debtor number (listed top left of your invoice)

Return and exchange policy You may return your **unused** product for a full refund within 30 days of purchase date. You can expect a refund to your credit card within 7 to 14 working days after we have received your return. Customers are responsible for the return shipping costs unless the product is defective or when an error has occurred filing the order. Please be sure to follow the instructions on this form when sending back items, it will enable us to quickly process the return. We do not offer direct exchanges. If you wish to exchange product, you will need to return the undesired product for a full refund and make your new purchase.

So sorry, but we can only accept products in new unused condition for returns. It is not possible to return used products.

We always like to hear from you. Do you have comments or suggestion? Do you have questions or concerns? Do you have tips or ideas? Share it with us! Talk to us! Write us! Let us know! It is welcome!

By email info@vanmoof.com or by phone +31 (0) 203 307 401*

*We are there to help you on Monday through Friday 9 am till 5:30 pm (Central Europe Time).
Only exceptions are Holidays, then we are out celebrating