

RETURN FORM

IMPORTANT

In order for us to take back the item, a number of conditions must first be satisfied:

- You are able to submit a **purchase receipt, invoice or confirmation of the order**. Add this document to your return package!
- The item is undamaged and is still in its original, packaging, if received in this condition.
- The 14 days after purchase/collection have not been exceeded.
- A syllabus (loose-leaf course) is printed at the request of the customer. For this reason printed matter cannot be returned.

After evaluation, a credit note will be drawn up for the purchase amount, and if the package was returned as a whole, also the initial costs of shipping. The costs for the return shipment will not be refunded. If we accidentally **delivered an incorrect or damaged item**, please let us know via our contact form, along with a photo of the damage. We will issue you with a return label so that you can return the item free of charge.

RETURN ADDRESS

Acco Thomas More RETOURS (THAU)
Rijweg 167-169
3020 Herent

You can also return your books yourself, each time accompanied by the completed return form:

- 1) via the services of James on De Vest campus, Mechelen. Books which are returned via De Vest campus are collected a number of times per month by Acco.
- 2) via the Acco shop in Antwerp (Prinsstraat 21).
- 3) via the Acco shop in Leuven (Maria-Theresiastraat 2-4).

YOUR INFORMATION

First name + last name:

Email:

Order number:

Date order:

Date return:

Article nr. (ISBN/EAN)	Title	Quantity	Reason*

*Reason (chose a number):

1. You no longer need the article, or ordered a wrong article.
2. Incorrect of wrong article
3. Damaged article
4. Wrong quantity of article
5. Other