

# SHIPPING & REFUNDS

## SHIPPING POLICY

Nathan Reinds' products are shipped from Zwolle, the Netherlands.

- Delivery takes 2-5 business days for most EU countries.
- Shipping costs for orders within the Netherlands are €6,95.
- Shipping costs to rest of Europe are € 9,95
- Shipping costs to rest of Asia are € 19,95
- Shipping costs to rest of Africa are € 19,95
- Shipping costs to rest of USA are € 19,95

All customers will receive a track & trace code, provided by the carrier to keep track of the delivery.

Unfortunately the shipping itself is out of our hands. If your delivery takes too long, please reach out through [shop@nathanreinds.nl](mailto:shop@nathanreinds.nl) so we can dig into it.

## Refund Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original (sealed) packaging.

To complete your return, we require a receipt or proof of purchase.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Please reach out through [shop@nathanreinds.nl](mailto:shop@nathanreinds.nl) if you want a refund on your order, so we can create a refund case for you. The return address is:

NTHNRNDS  
Botterweg 12D  
8042 PA Zwolle

You will be responsible for paying for your own shipping costs for returning your item (unless the product was damaged before arriving/broken in this case we'll supply a return label). Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item over € 75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.