



We hope, that you will enjoy your new Denps products.

If that is not the case, you have the right to cancel your order, and return then to us.

You just need to notify us within 14 days after you received the products. Unfortunately, we cannot offer you a return or refund, after 14 days.

If you wish to return your products, you have to do the following:

1. *Fill out the attached cancellation form.*
2. *Pack the products safely and send them back to us, as swiftly as you can. We prefer that we have your return in hand, within the maximum of 14 days.*

You can also contact us directly by sending an email to: info@denps.com. Remember to write your full name and order number.

Please note that Denps does not offer to pay your shipping expenses regarding the return. In addition, we also do not refund the shipping expenses from the shipment from us. We recommend that you use an insured and recommended service to send your products back to us. E.g. parcels post with PostNord.

Remember to enclose your full name and order number, if you do not use your cancellation form.

This is very important, because this is how we recognize your return, and makes us able to go through with the return as quickly as possible.

It is very important that you send your return directly to us and NOT a pick-up point or package shop. If you send your return to a pick-up point or package shop, we unfortunately cannot accept your return.

Please contact us if you are in doubt or have any questions. We want to help.

The condition of the returned products

It is very important that your products are returned in the same condition, as when you received them -which means that the packaging must be unbroken and products must appear saleable. We can only accept your return if this is the case.

NB: If it should happen, that you against expectations should receive products, that have been damaged during delivery, please contact us directly at tel. +45 30127067 or send an email to info@denps.com. Remember to write your full name and order number.

Refund

When we receive your return and ascertained that the condition of the products is good, we will refund you as swiftly as possible. Vi will refund you on the credit card that was used, during the purchase. Unfortunately, we do not refund the shipping cost.

CANCELLATION FORM

COMPANY INFORMATION

Denps ApS

VAT NUMBER: 37923206

Telephone: +45 30127067

E-mail: info@denps.com

Company address: Nørregade 4, Kl.

Zip code: 1165

City: København

COSTUMER INFORMATION

name:

Address:

Telephone:

E-mail:

City:

Zip code:

THE FOLLOWING GOODS TO WHICH THE CANCELLATION RIGHT SHALL APPLY

ORDER NUMBER

DATE OF RECEIVING THE GOODS LISTED ABOVE

Dato:

COSTUMER SIGNATURE

I hereby announce that I wish to exercise the right of cancellation in connection with the goods above. At the same time, i confirm that all the information I have listed on the cancellations form, is correct.

Customer signature:

Date:
