

AFTER SALES RETURN FORM

CLAIM NUMBER :	NAME / CLIENT NUMBER :	DATE :
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1. Conditions of return

Before any product return, you must create an after-sales service claim on our website via your customer portal and send us the information and photos for a preliminary study.

The number of the after-sales service claim can be found on your customer portal, and must be filled in at the top of this document.

To return your defective item, put it in a box (you re-use the original box by re-sealing it correctly). The shipment must be made to the following address:

RETURN ADDRESS
LARDE SPORTS
Service SAV
11 rue des Cigognes
67960 Entzheim - FRANCE

The shipment must be sent by **tracked postage** (or letter for an envelope): the tracking number will be required by the customer service in case of complaint.
We decline any responsibility in case of loss of a package returned without tracking.

If you send your product return without having created your claim beforehand on our website (or without having contacted us and having obtained our agreement to return the product), it will not be processed.

2. Follow-up

- If accepted, a standard exchange will be made and the product will be returned to the original address. If you wish a shipment to another address, please let us know.
- New address :
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- If your claim is refused, you will be notified via your customer account and an email of the reason. This case can happen despite the results our preliminary study of the photos sent (that is why we insist on the quality of the photos transmitted).

CONTACT : Email : contact@badminton-point.com