



Delivery- Return

Ordering on the websites of Rebel Republic BV is quite easy. If you want to purchase an item, click on the menu at the bottom of the item. In some cases you will receive a request to select the desired size or color. When you are done with this, press the "shopping cart" symbol.

After you have finished shopping on our site, press the same shopping cart symbol at the top right of the screen.

You will then be taken to the part of our website where you must enter all the requested information to process your order. Always read our terms and conditions and privacy statement before placing an order. After your details have been entered, choose the desired payment method. After your payment, the order is a fact.

After you have gone through the entire ordering process, you will receive a confirmation email from Rebel Republic. If you do not receive it in your mailbox within 30 minutes, please check your spam filter first. If you have not received a confirmation email from us, please contact us. info@rebel-n.nl

Can I change or cancel my order?

You change or cancel your order if you have not paid yet.

Have you already paid and placed your order? Then it's no longer possible to change or to cancel it.

Return your order and place a new order.

When can I expect my order?

We ship your package by DHL. For webshop orders that you, the following usually applies: ordered on working days before 10 p.m., delivered within 2-3 working days. This delivery time is an estimate.

Have we shipped your order? Then you will receive an e-mail with a track and trace code from DHL. That way you know exactly where your package is. This also applies when you have chosen to have your order delivered to a DHL collection point.

What should I do if my item or package is damaged.

When opening, do you see that one or more item (s) is (are) damaged? Then contact Rebel Republic customer service. We ask you for photos of the package and the damage.

Are you not satisfied with your order?

Then of course you have the option to return your order or part of your order. You can return the items in the original packaging within 14 days of receipt.

Damaged, custom made or used items are not accepted by us as return shipment.

If the items arrive too late or do not meet the requirements as stated in the general terms and conditions, we have the right to refuse the returned items. The right to reimbursement will then lapse. For further conditions regarding returns, we would like to refer you to our general conditions.

The shipping costs that we calculate are the standard shipping costs for (letterbox) packages used by PostNL or DHL. The costs for returning the goods depend on how you present the shipment at the PostNL / DHL Service Point. If you return the items, the return form must be sent.

The return form can be downloaded from our website. Print this out, fill in the requested information and put it in the package. **We recommend you to pre-register your return via our website.**

The return costs are for your own account. You can easily return your package by using the included return sticker. Take your package to a PostNL or DHL service point and drop it off there.

Conditions

A few conditions apply to returning an article:



- The article is undamaged and unused.
- The article is packed in the original packaging.
- You can show the invoice for a delivery.
- You received the item less than 14 days ago.

Are you returning the entire order? Then you will also get your shipping costs back if you have paid them.
Rebel Republic bv is not liable for loss or damage.

Items that you cannot return

Some items cannot be returned. Consider:

- Articles with an expiry date.
- Custom-made or self-designed articles.

Payment

When your return meets all conditions, you will receive a confirmation of receipt from us. The amount paid will be refunded to your bank account within 14 days.