



Information warranty & return

Returns

You have the right to cancel your order up to 14 days after receiving your order without giving any reason. You will then be credited with the full order amount. Your order must be returned to VISOR in its original condition and packaging.

VISOR Ski Wear

Subject: *"Order number (Order#)"*

Antwoordnummer 4222

3500 VD UTRECHT

THE NETHERLANDS

To exercise this right you must first request an RMA (Return With Authorization) code. You can easily request this by sending an email to the VISOR customer service. You only need to mention your Order number (Order #) and the items you would like to return to us.

Email: **servicedesk@byvisor.com**

Information:

An RMA procedure is being set up for better registration and organization of return shipments. An RMA number is a unique number that serves as a permission code and can also be used as a reference to the return shipment.

Exceptions Returns (Exclusion of the right of withdrawal)

Note: We will not take back the article if:

- the items have been worn or washed;
- you tried to repair a defect yourself;
- the (price)tags have been removed from the product.