

**RETURNING**

**PRODUCTS**

There are two ways to return a product to us, depending on why you want to return it. 1 Returns and 2 Defects. Be aware that the Return address is not always the same as the shipping address, which is why you should always check the address at the bottom of the Return form.

**RETURNS**

If you receive a product and you aren't happy with it for whatever reason, and it has been less than 30 days since you bought and received your product, you simply have to fill out a Return form. Repackage the product in its original box and ship it back to us. If it has been under 30 days since your purchase, we will refund a product that lives up to the requirements written above. For health issues we do not take back open containers of makeup or contact lenses unless you call us to explain the situation beforehand.

**DEFECTS**

If you detect a manufacturing defect in your product within 2 years of purchase, we will repair or replace the product. Send us an email with your invoice or order number, description of the defect with photos. We will then investigate the issue and suggest the best course of action for you. Please make sure to be thorough in your description and take good, well-lit photos that highlight the issue, so we can make the best decision.

**What can I return?**

You may return all new, unused items sold and fulfilled by larpspot.com within 30 days for a full refund. Within 2 years if it is a defective item.

**When will I receive my refund?**

It will take about a week after your item has arrived at the delivery point and if the item lives up to the requirements listed in the Returns section.

## RETURN FORM – ITALY

**PLEASE FILL OUT THE REQUIRED INFORMATION BELOW**

Full Name			
Address			
Zip / Postal Code			
Country			
Phone			
E-Mail			
Order Number:			
Make sure to mark if this is a Return or a Defect.			
Item #	Product name:	Return	Defect
Note:			
Note:			
Note:			

WHEN YOU HAVE FILLED OUT THIS FORM SEND IT TO THIS ADDRESS:

**IRON FORTRESS APS C/O TIMEVAT LTD**

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