



## **ORDER AND PAYMENT INFORMATION**

### **Change or cancel order**

If you have placed an order and would like to change something, that is of course possible. Call us on 030-3200676 or send an email to [sales@safelace.eu](mailto:sales@safelace.eu). We will make sure that your order, if not sent yet, is adjusted or canceled. If your order has already been sent, you can wait for the package and then return it to us in accordance with our usual return procedure. We will then send you the desired item.

### **Shipping and delivery information**

We ship in Europe with Sandd. You pay € 1.99 as a contribution to the packaging and shipping costs per order. If you order 3 pairs of Safe Lace Active© or more, shipping is free!

You can pay with iDeal, PayPal and Creditcard. Once you have placed your order, you will receive confirmation by email.

All (paid) orders that are placed before 4:30 PM are shipped within 1 to 2 days (except Saturday and Sunday, these are sent on Monday). All colors / images on the website approximate the color as closely as possible, but may differ due to the settings of your screen.

If the address details you provide are incorrect, we are not liable for the loss of shipments.

### **Returns**

If you are unexpectedly not satisfied with Safe Lace Active©, we would of course like to hear that via [sales@safelace.eu](mailto:sales@safelace.eu). We will then see together whether we can solve it. If this is not the case, you can return your Safe Lace Active© within 30 days in the original packaging to the address below and you will receive your purchase amount back. Please also state the order number and your name and address. The shipping costs are for your own account.

### **Exchanging**

Wrong color chosen? Of course you can trade, we have enough beautiful colors! Safe Lace Active© must be unused and provided with the original packaging. Send them back to the address below, indicate which color Safe Lace Active© you would like to have and where they can be sent.

Safe Lace the Netherlands  
Dukaatslag 37  
3991 TB Houten

Do you have any questions about exchanges or returns or is something really wrong with your Safe Lace Active©? We are happy to solve that, naturally without incurring any costs. In that case, please contact us via [sales@safelace.eu](mailto:sales@safelace.eu)

### **Guarantee**

You are entitled to the legal guarantee. If Safe Lace does not reach you in perfect condition or if it shows defects in normal use within a short period of time, we will ensure that you receive a new product or (part of) your money is refunded.

### **Any questions?**

Mail or call us! [sales@safelace.eu](mailto:sales@safelace.eu) or call at +31 303200676