

Would you like to return a product? No problem. All online orders can be returned within a 14-day period.

As soon as we have received your returned goods in proper condition, we will refund the price of the goods and the standard shipping costs within 14 days. In case you would like to return a part of your order the shipping cost will not be refunded. Delivery costs for the return of the order will not be refunded.

How to return an order?

1. Fill in the returns form with your details
2. Note down the product you would like to return (you can find specific product data on packing slip you received with your order).
1. Fill in the reason for return:
 - A. Quality does not meet expectation
 - B. I received the wrong article
 - C. Article is damaged
 - D. Other
3. Include the returns form in the package with your order
4. Send your package to the address below and keep the proof of shipping
RIJKSMUSEUM WINKEL
t.a.v. klantenservice webshop
Postbus 74888
1070 DN Amsterdam
The Netherlands

RETURN FORM

Name	<input type="text"/>	Telephone	<input type="text"/>
Street	<input type="text"/>	No	<input type="text"/>
ZIP code	<input type="text"/>	City	<input type="text"/>
E-mail	<input type="text"/>	State	<input type="text"/>
		Country	<input type="text"/>
Order number	<input type="text"/>		

Product code	Product description	Price	amount	Reason for return

If you have any questions please contact our customer support via e-mail sales@rijksmuseum.nl