



PETROL INDUSTRIES

RETURN POLICY of PETROL INDUSTRIES B.V.

**with its registered office and principal place of business in Tilburg,
filed on April 4th 2016 with the Chamber of Commerce under number 18068920.**

GENERAL GUIDELINES RETURNS

- Return requests are only accepted if they are registered with the customer service department and accompanied by a digitally filled Petrol return form.
- After receiving the Petrol return form, Customer service will review the request for approval and send a confirmation by email.
- If you require this return form, please send an email to: customerservice@petrolindustries.com
- Returns are only accepted with accompanied Petrol return Form, a copy of the Petrol Industries Return confirmation, including the Return Number.
- The Return number should be physically marked outside of the box.
- Returns will only be accepted if they are pre-advised at the Customer Service department and delivered per forwarder to the Petrol Industries warehouse.
- Returns handed over during visits of our sales agents are no longer allowed.
- Returned items to Petrol Industries must meet the following condition:
 - Customer stickers must be removed
 - Original Petrol hangtag labels should be attached
 - Alarm labels must be removed
 - Clothes should be in original condition and not been worn
- Petrol Industries reserves the right to charge a € 0,50 cent fee per product if the required conditions are not met.



PETROL INDUSTRIES

GUIDELINES QUALITY PRODUCT ISSUE

- Quality product issues must be reported with the customer service department and accompanied by a digitally filled Petrol return form.
- After receiving the Petrol return form, Customer service will review the request for approval and send a confirmation by email.
- In case of approval and a return is required, Customer Service will provide the return labels.
- In the event of a Quality product issue, Petrol Industries must be provided with the following information:
 - Petrol return form with item, color, size and quantity and reason
 - Packing list number (MZE nr) if available
 - Pictures of the faulty products
- The timeline below must be adhered in case of a Quality product issues:

Period: Quality issue (product)

- | | |
|-----------------------------------|--|
| ○ Season Pre Summer / Deep Winter | till 1 st of November next year |
| ○ Season Spring Summer | till 1 st of January next year |
| ○ Season High Summer | till 1 st of April next year |
| ○ Season Fall Winter | till 1 st of July next year |

- * The following type of complaints are excluded from the Quality Product Issue:
- Mold that occurs during the season
 - Discoloration that occurs during the season
 - Damage caused by incorrect use of the clothes by the customer



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GUIDELINES DELIVERY ISSUE

- Delivery issues like shortage / surplus / wrong item received must be reported within 14 days after delivery with the customer service department and accompanied by a digitally filled Petrol return form.
- Delivery issues concerning damaged items occurred during transport must be reported within 5 days after delivery with the customer service department and accompanied by a digitally filled Petrol return form.
- After receiving the Petrol return form, Customer service will review the request for approval and send a confirmation by email.
- In the event of a damaged delivery, Petrol Industries must be provided with the following information:
 - Petrol return form with item no., color, size and quantity and reason
 - Packing list number (MZE nr)
 - Track and Trace no. of the carrier label on the carton
 - Picture(s) of the damaged box and the damaged items
- In the event of a shortage delivery, Petrol Industries must be provided with the following information:
 - Petrol return form with item no., color, size and quantity and reason
 - Packing list number (MZE nr)
- In the event of a surplus or wrong item delivery, Petrol Industries must be provided with the following information:
 - Petrol return form with item no., color, size and quantity and reason
 - Packing list number (MZE nr)

GUIDELINES DELIVERY OUTSIDE CONFIRMED DELIVERY WINDOW

- In the event of late delivery please consult our General Terms and Conditions.
- In the event of a late delivery **2 weeks** outside the delivery window must always be accepted.