

Return Policy for Enfusionshop

1. General

We strive for complete customer satisfaction. If, for any reason, you are not satisfied with your T-shirt, we offer the option to return the product within a specified period, provided it meets certain conditions.

2. Return Period

T-shirts can be returned within 7 days of receiving the order. After this period, we unfortunately cannot accept returns.

3. Return Conditions

To be eligible for a return, the T-shirt must be:

- Unused and unworn after trying garment on for size.
- In the same condition as when you received it.
- Accompanied by all original tags and packaging.
- Not washed or damaged.

4. Exclusions

The following situations are not eligible for return:

- Personalized or custom-made T-shirts.

5. Return Process

1. Contact our customer service within the return period at koen@enfusionlive.com to register your return.
2. Our customer service will provide you with a return number and further instructions.
3. Carefully pack the T-shirt, preferably in its original packaging, and clearly mark the return number on the outside of the package.
4. Send the package to the provided return address.

6. Return Shipping Costs

The cost of returning the T-shirt is the responsibility of the customer unless the product is defective or there was an error in delivery. We recommend using a shipping method with tracking, as we are not responsible for lost returns or the payment for returns.

7. Refunds

Once we have received and inspected the returned T-shirt, we will notify you of the approval or rejection of your refund. If approved, the amount will be refunded to the original payment method within 14 days.

8. Exchanges

If you wish to exchange for a different size or colour, please place a new order through our website and return the unwanted T-shirt according to the above policy.

9. Contact

For questions about our return policy, please contact our customer service at koen@enfusionlive.com

10. Return Address

MVO Promotion B.V.
Hornwaard 156
1824SK Alkmaar
The Netherlands

Thank you for your purchase and your understanding of our return policy!