

# Repair process

## SENDING A SECRID PRODUCT FOR REPAIR

To provide you with the best service, please follow the instructions below.

<b>1</b>	Pack your Secrid product and completed Repair Form in the same box	
<b>2</b>	Cut off the return label at the bottom of this page and tape it to the box	
<b>3</b>	Drop off your package free of charge at the nearest PostNL mail service point	
<b>4</b>	Receive your repaired wallet free of charge within 14 days	

**TIP**  
Secrid products are often too small to receive a track & trace code, a tracking number that allows you to follow your shipment.

Please make sure you use a box that will be sent as a package (larger than 38 x 26.5 x 3.2 cm) and keep the proof of postage.

**WE'RE HAPPY TO HELP**

If you have any questions or remarks, feel free to reach out to us. If you don't want to be without your wallet, please visit our Brandstore in Rotterdam where our Repair Service is open 7 days a week.

**SECRID BRANDSTORE**

**Sun - Mon:** 12:00 - 18:00  
**Tue - Thu:** 10:00 - 18:00  
**Fri:** 10:00 - 21:00  
**Sat:** 10:00 - 18:00  
 @ secrid.rotterdam

**SECRID RETURN & REPAIR**

**Mon - Fri:** 08:00 - 18:00  
 +31 (0)70 390 2180  
 returns@secrid.com  
 f @ secrid



**Secrid BV**

**Antwoordnummer 16067**

**2501 VE Den Haag**



PLEASE DO NOT CHARGE THE CUSTOMER.

This is a UPU accepted label for returning goods up to 2 kg free of charge to an international reply number.

# Repair form

**CONTACT INFORMATION**

Please complete this form in full to ensure quick processing.

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal code: \_\_\_\_\_ City/Town: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Phone number (optional): \_\_\_\_\_

**PRODUCT & REASON FOR REPAIR**

We appreciate your feedback and are committed to providing you with the best products and service.

Date of purchase or receipt:

-  - 20

Serial number:

-  -

Reason:

1  2  3  4

Choose from the reasons below and tick above which applies.

- 1. My cards fall out the aluminium Cardprotector
- 2. The mechanism is not working correctly
- 3. The button closure on the leather is not working correctly
- 4. Other, namely... \_\_\_\_\_

**WHERE CAN I FIND THE SERIAL NUMBER?**

You can find this unique code on the inside of the aluminum where the cards are placed.

