

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

We will refund the price of the goods and the standard shipping costs within 14 days after giving notice of the return or receiving the return. We will refund using the same payment method as used for the original transaction. 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. Please note that we will not (fully) refund if the returned goods are not in the original condition.

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 customer@rijksmuseum.nl.