

Return Policy

Shipping

We will ship your order within 5-10 working days, depending on stock.
The day of arrival of your order depends on the postal service of your country.
For urgent orders or questions, please contact info@burobiru.nl.

Delivery costs

Delivery costs will be automatically calculated based on weight and region in the checkout process.

Return

If you are not satisfied with your purchase, you have 14 days from the shipped date to return your order to us for a refund. Items returned must be in resalable condition. Make sure the item is carefully packed, when possible in the same package. You do have to pay the postage costs. Please send an e-mail to info@burobiru.nl confirming returning your order.

Until we receive your return to our shop, the items and their condition are your responsibility. We will send you an email to confirm your return has been received and refund processed. Your refund will be credited back via the original method of payment. Please allow up to 3-5 days for your refund to appear on your bank statement. Delivery Charges are non-refundable. We recommend you send your return using a trackable method.

Faulty items

Please carefully check your items once they have arrived. Should you receive a faulty/damaged item please email us at info@burobiru.nl stating your order number and the nature of the fault.

Exchanges

You will have to send the item back to us for a refund to be processed, and place a new order for the alternate item.

All orders placed on burobiru.nl can be returned, except for custom made. Please add a note to your return, with your name and email address.

Please send your parcel to:

Barend Biere
Cornetstraat 2
3513XR Utrecht NL