

## Shipping

### DHL For You

Our partner in shipping is DHL. They are tasked with delivering the product to your address. You will receive a track and trace as soon as we got one.

### Pick up at 4

DHL picks up your order at 4 on every working day. The day after pick-up they will offer the order at your address for the first time. After that, they will try three more times. Still no luck? Don't worry, you can pick them up at one of the 1.500(!) pick-up points of DHL. You can find them at: <http://locator.dpst.dhl.com/>

### 60 days to return

We've co-created products of the highest quality. The production processes are nearly faultless. Therefore, we work with a 60 day return period.

## Returns

### Return in original state

When you receive your Blanc products we understand that you want to try them first thing. However, please be aware that we will only refund the products when we receive them in the original state. That means, with tags on and in the plastic you've received them. This way we can ensure minimal waste.

### 30 day's pay-back

After we've received the return order we need 30 day's to check the products and follow-up actions. This might be paying you back or sending you the desired product. Off course we aim to be faster, because we understand you want your refund or products ASAP.

### Questions?

If you have any questions left, please contact us at [service@blanc-essentials.com](mailto:service@blanc-essentials.com).