

*Lees bij de volgende tekst eerst de vraag voordat je de tekst zelf raadpleegt.*

## Tekst 13

### **COTTON ON – WOMEN'S, MEN'S & KIDS CLOTHING & ACCESSORIES**

#### **RETURNS, REFUNDS AND EXCHANGES**

If something isn't right or you just change your mind, don't sweat it, we are happy to accept a return. Please read below for all of the details you need to know.



#### **THE IMPORTANT STUFF – PLEASE NOTE:**

##### **Changed your mind?**

If you change your mind about the products you have purchased from us (it happens, you're human), we can refund the purchase price or exchange those products in the country in which they were purchased subject to the following conditions:

- Item(s) must be returned within 30 days of purchase, together with proof of purchase.
- Items from the Cotton On Kids Baby and Cotton On Kids Swimwear range can be returned up to 60 days from the date of purchase, subject to all other terms and conditions in this policy.
- Item(s) must be unworn, unwashed, or otherwise unused with all original tags/labels attached. Returns for swimwear will be accepted if the protective gusset and labelling have not been removed.
- Underwear, earrings and cosmetics cannot be returned or exchanged because that's gross!
- Sale, clearance and seconds items are not eligible for a refund or exchange if you change your mind.

If you request a refund, the purchase price will be refunded to you using the original payment method, once we have received the returned item back and confirmed that it meets conditions above, so make sure you post it back to us in good time.

##### **Received something faulty?**

If something is faulty or incorrectly described or different from the sample shown (first of all, sorry, this is our bad) we will happily meet our legal and good-natured obligations which may include refunding the purchase price and delivery charges, or providing a replacement product provided the

item is returned within a reasonable time with proof of purchase. We would also love to make you a cup of tea to say sorry but some things just aren't possible. Shipping costs can't be refunded if there are other items listed on the original invoice that you aren't returning. That's fair, right?

## **OUR RETURN AND EXCHANGE POLICY**

To return your online purchase for a refund, simply head into a store that stocks the brand you've purchased. If that's not possible, you can also return them for a refund via post. Please note that in-store purchases must be returned or exchanged in store and cannot be returned via post as it all gets a little tricky for everyone.

## **HOW TO RETURN AN ONLINE ORDER IN STORE**

Drop in to a Cotton On Group store (Cotton On, Cotton On Body, Cotton On Kids, Rubi or Typo) with your unwanted item(s), make sure the store stocks the brand you are wanting to return and don't forget to bring your proof of purchase! You also must provide the packaging slip included in your order and the tax invoice we emailed to you. Sorry, it's just one of those legal things we have to do. Once the return and exchange policy has been met, we'll offer you a refund or an exchange in store, on the spot.

## **RETURN INSTRUCTIONS FOR IN-STORE PURCHASES**

If you purchased an item in store, you can return it to any Cotton On Group store in the USA that stocks the same brand for a refund or exchange, subject to our, you guessed it, Returns Policy. Items purchased in store can't be returned by post because that just gets confusing for all involved. Drop in to a Cotton On Group store with your unwanted item(s), make sure the store stocks the brand you are wanting to return, don't forget to bring your proof of purchase! Once the return and exchange policy has been met, we'll offer you a refund or an exchange in store, on the spot.

Important for any in-store returns! Cotton On, Cotton On Kids, Cotton On Body, Rubi & Typo are separate businesses, meaning that products can only be returned to a Cotton On Group store that stocks the brand of the product you wish to return. So you can't go into Cotton On Kids with a burrito shaped pen and hope to exchange it for some sparkly leggings.

## **PLEASE NOTE:**

Your personal information will be used according to our Privacy Policy to process your refund or return.

*cottonon.com*



*Lees bij de volgende opgave eerst de vraag voordat je de bijbehorende tekst raadpleegt.*

## **Tekst 13 Cotton On**

---

Als Cotton On een product levert dat niet aan je verwachtingen voldoet, en je stuurt het samen met het aankoopbewijs op tijd retour, dan krijg je, behalve de prijs van het product zelf, ook de verzendkosten terug.

1p 41 In welke zin in de tekst wordt uitgelegd wanneer de verzendkosten **niet** worden terugbetaald?

Citeer de eerste twee woorden van deze zin.

---

### **Bronvermelding**

*Een opsomming van de in dit examen gebruikte bronnen, zoals teksten en afbeeldingen, is te vinden in het bij dit examen behorende correctievoorschrift, dat na afloop van het examen wordt gepubliceerd.*