

RETURN YOUR PRODUCT IN 4 STEPS

You have 14 days* to return your item upon receipt.

STEP 1: PREPARE YOUR PRODUCT

For your return to be accepted, make sure the item is new, unworn, in its original packaging and label attached to the item.

Upon receipt of your package, if we find that these conditions are not met, we will not accept your return.

STEP 2: FILL OUT THE LEAFLET

Order reference: _____

Surname and name: _____

Phone number including country code: _____

REASON OF RETURN:	PRODUCT REFERENCE:	SIZE:

REASON OF RETURN

1. Does not suit me
2. Too small
3. Too big
4. Multiple sizes ordered

5. Wrong item received
6. Arrived too late
7. Defective Item

Thanks for contacting us at store-us@helascaps.com prior to returning the faulty item.

* In accordance with article L221-18 of the Consumer Code

I wish:

a refund

a credit note

STEP 3: SHIP YOUR PARCEL

The return shipping costs are the responsibility of the customer.
The return can be handled by the carrier of your choice to the following address:

HÉLAS / KEEN DIST LLC
12118 SHERMAN WAY,
NORTH HOLLYWOOD,
CA 91605

STEP 4: RECEPTION OF THE PARCEL BY OUR TEAM

Refund: The refund of the item will be processed within a maximum period of ten days upon receipt of the package.

Credit note: We will send you a credit note in form of a code to be used online only.

CUSTOMER SERVICE

You can contact us by email at store-us@helascaps.com

Hélas.