

SHIPPING AND RETURNS

SHIPPING DESTINATIONS

We currently ship to all countries within the European Union, Norway, Switzerland and the United Kingdom.

TRACKING YOUR ORDER

Once your order has shipped you will receive an email confirmation including your tracking number.

If you have any questions regarding your order please contact us directly at menno@gplusn.com

IMPORTANT INFORMATION

Almost all G+N products are 'made to order', which means we only start making your product, once your order is confirmed. This because of minimal waste throughout the entire process of development and production of the items. Please read our 'NO STOCK- REAL FANS WAIT- MINIMAL WASTE' for more information.

This process does come with a longer delivery time. Allow 6 weeks for all 'made to order' products until delivery.

Please see the product description to see if it's 'made to order'.

SHIPPING RATES

Shipping costs will be calculated upon checkout.

TAXES AND DUTIES

All orders are shipped on DAP (Delivery at place) basis, meaning that all taxes are included in the final price.

G+N is not responsible for any import duties or customs charges from your local customs service. As these duties and charges vary from country to country, we cannot give you an estimate on these costs.

INSURANCE

G+N insures each purchase from the time it is in transit until it is delivered to you, at which point you become responsible for your purchased item(s).

If you have specified a recipient other than yourself for delivery purposes (for example a gift order) then the person who receives the order becomes responsible for the purchased item(s).

RETURNS

To return or exchange your purchased item(s), please request a return through contacting menno@gplusn.com within 30 days of receiving your order. Please, take into consideration the following return policies regarding the category of products:

MADE TO MEASURE PRODUCTS

All 'made to measure' items are handcrafted and made to order to your specific requirements. Due to this process, the regular return policy does not apply unless there is a manufacture fault.

OTHER PRODUCTS

All non-'made to measure' items could be return within 30 days after receipt. Please, follow the next specifications and details:

Asking for a return

01. Send us an email requesting a return or exchange at menno@gplusn.com
02. You will receive an email containing further instructions, so you can return your item(s) to us in the next 30 days.
03. Notice that you will be refunded in the original payment method. Please note that shipping costs will not be refunded.

Returning your purchase

01. Place the item(s) in the original shipping box.
02. Place the return-shipping label on the box..
03. To avoid customs charges, we strongly advise to write down "RETURNED GOODS" on top of your parcel.
04. You will be notified via email once your order has been received and processed.

LATE RETURNS

A return must be requested within 30 days of receiving your order. You must return your item(s) within 30 days after getting your return confirmation. Late returns may be accepted at the discretion of G+N and will only be refunded as a store credit.

RECEIVING A REFUND

You will be refunded in your original payment method, including shipping costs for faulty goods or orders cancelled under the DSRs (Distance Selling Regulations) only; otherwise, shipping costs will not be refunded.

Please note that card refunds may take up to 10 business days for your bank to complete, the card issuers and their processing time. Unfortunately, we are unable to control this.

FAULTY GOODS

Goods are classified as faulty if they are received damaged or when a manufacturing defect occurs within 12 months of purchase.

Please note that items damaged as a result of wear and tear are not considered as faulty.

If you have any questions regarding faulty goods, please email us at menno@gplusn.com

IMPORTANT INFORMATION

All items are quality checked for any damages or faults before they are shipped.

Should you receive an item that is not in perfect conditions please contact us immediately.

All item(s) should be returned unworn and in perfect condition, with all G+N and garment tags still attached. Returns that are damaged, soiled or returned without their original labels may not be accepted and may be sent back to the customer.

Items should be returned through our G+N online store return service to ensure they are protected during transit.