



ROYAL MESSAGE BAG
HANDMADE IN THE NETHERLANDS

COMPLAINTS AND WARRANTY

All items purchased at Royal Message Bag come with legal guarantee. If you have received a damaged item or when it deteriorates after a short period of time, we will always try to find a suitable solution. Prior returning your item, please contact us by sending an email to contact@royalmessagebag.com. Attach a photo of the problem to your email and please include your invoice number as well, to be able to claim your guarantee. We will do our utmost best to solve your complaint.

Received an incomplete, broken or damaged item

When you received a damaged or wrong item, please contact our Customer Service by sending an email to contact@royalmessagebag.com. Always enclose the invoice number and a photo of the problem when you send this email. We will make sure that you can exchange your order without any costs.