

[Print](#)

20/01/2020
9:21 p.m. IC: Welcome to Next Chat

9:21 p.m. IC: All our Chat Team are busy at the moment, but thanks for waiting.

9:21 p.m. IC: We'll be with you in less than a minute

9:21 p.m. IC: Thanks for waiting. Please note – We'll never ask you for your bank or card details but it would be helpful if you have your email address or telephone number ready.

9:21 p.m. IC: Charlotte has joined the conversation

9:21 p.m. Charlotte: Hi how can I help?

9:22 p.m. You: Dear Next, My wife was extremely disappointed when she got her package from you last week. The joggings are not OK, both sides are defect with big holes, she has made a photo (we can send). So we would like to return the joggers and also the sweater that we've bought together and of course we don't agree to pay for the refunds because this is not our mistake that you've sent us the a waster item. How should we act now?

9:23 p.m. Charlotte: I am sorry the joggers have arrived in this condition. Can you please tell me the account holders full name address and email address

9:23 p.m. You: yes sure

9:23 p.m. You: STANISLAV.TRASHIN@GMAIL.COM

9:23 p.m. You: Stanislav Trashin

9:24 p.m. You: GEUZENSTRAAT 18 ANTWERPEN ANTWERPEN BELGIUM 2000

9:26 p.m. Charlotte: Thank you. Please return both items to us for a full refund by the post office. We will of course refund any postage cost to you. can I ask you to please email the following to behep@nextdiet.com copy of postage receipt banks name account number swift code and IBAN number

9:28 p.m. You: do i understand correctly that we should return it ti Germany?

9:29 p.m. Charlotte: Yes please use the paper work received with your order

9:29 p.m. You: we have the sheet 'peel and attouch outside of parcel'

9:29 p.m. You: ok

9:29 p.m. You: we will send

9:29 p.m. Charlotte: That is what you need

9:30 p.m. Charlotte: Please attach the label to the outside of the package

[Print](#)

**Some links may not be valid after the chat ends.*