

Right to return

You have the right to terminate the agreement within 14 days, without giving any reason.

The term ends 14 days after the day that you, or another person appointed by you, who is not the carrier, physically receives the product. To execute this right you must inform us by unequivocal statement (in writing, by post, or by e-mail), that you wish to terminate the agreement. It is also possible to do this by using the 'Model form for right of withdrawal' (PDF).

To comply with the deadline, it is sufficient to send the statement before the term of 14 days expires.

If you choose to terminate the agreement, you will receive all the payments you have made at that point, including costs for delivery (except for the eventual extra costs of the delivery method of your choice then our cheapest standard delivery method) immediately or in no case later than 14 days after we have been noticed by you about terminating the agreement, back from us. We will pay you back, using the same payment method that you used for the transaction, unless you agreed otherwise. We will not charge you with extra costs for this. We can wait with paying you back, until we have received our goods back from you, or until the moment you have proven us that the goods are on its way to us.

The goods must, directly or in no case later than 14 days after you have notified us about terminating the agreement, be send back or handed over to us. You are on time when you send back the goods before the term of 14 days have expired.

Costs which are charged for sending back the goods are for your own account.

You can be held accountable for the decrease of worth of the goods which are the result of usage of the goods which go further then needed to determine the nature, characteristics and the functioning of the goods.