

## **Right of withdrawal**

You have the right to revoke the agreement without indication of reasons within a term of 14 days.

During this term you can use this product to a reasonable extent to evaluate the product. You are allowed to test the product similar to how you would test the product in a physical store. You can remove the product from its package, unless it is sealed. If you used the product more than is reasonably necessary for the purpose of testing, we can charge you with extra costs.

The withdrawal term expires 14 days after the day you or an appointed third party, other than the delivery service, received the product. If you simultaneously ordered multiple products with different delivery dates, the withdrawal term passes 14 days counting from the day you received the last product. If you arranged a frequent delivery agreement with us, the withdrawal term passes 14 days after the day you or an appointed third party physically received the product.

In case of ordered services, the withdrawal term expires 14 days after concluding the agreement.

If you want to use your right of withdrawal, you will need to return the product to us within 14, including a statement, e.g. by filling out standard form, declaring that you want to use your right of withdrawal. This can be sent to:  
Adres 123.

We ask of you to keep the product in its original package as much as possible when you return the product to us.

## **Refund**

If you exercise your right of withdrawal, we will refund your payments, including shipping costs for the first delivery, as soon as possible and no later than 14 days after you confirmed you will exercise your right of withdrawal. We will refund your order using the same payment method used to order your product(s), unless you prefer a different method. You can inform us of the costs (that you reasonably made) per e-mail: [retourbedrijf@email.nl](mailto:retourbedrijf@email.nl). We will refund these costs.

## **Exclusion of the right of withdrawal**

The right of withdrawal is not applicable in the following cases:

- CD's, DVD's, Blu-Ray discs or software where the seal has been broken.
- Business customers.