

# RETURNS

## RIGHT OF WITHDRAWAL

**You have the right to withdraw from the contract within 14 days without giving any reason.**

During this period, you can do with the product that is reasonably necessary to evaluate the product. It is permitted to try out the product as you would do in a physical store. In addition, you can get the product out of the package. If you have done more than was necessary to evaluate the product, we can charge you for this.

The withdrawal period will expire 14 days after the day you or a designated third party other than the carrier, has received the product.

If you have ordered several goods with different delivery times in one order, the withdrawal period expires 14 days after the day on which you have received the last product.

To use your right of withdrawal we request you to send us an e-mail, whether or not including the withdrawal form, via [info@retro-en-design.nl](mailto:info@retro-en-design.nl). You must return the products within 14 days after sending the e-mail

We request that you return the product as much as possible in the original packaging. Please ensure that you place the "Withdrawal Form" in the box. You are responsible for the parcel while sending the return shipment. You are free to choose a parcel service of your choice. You bear the cost of the return shipment.

If a product is returned which does not meet the conditions and/or is damaged, it will not be processed as a return and we will contact you.

### **Loss of the returned parcel**

If the return is lost, this is at your own risk. Obviously, until it has arrived at us.

### **Damage to products on arrival**

We are very careful with our products and check them when packing for the shipment. If we have nevertheless missed something or the product is damaged during shipping, we advise you to let us know as soon as possible by e-mail.

If you won't let us know and also do not report damage by shipment (write it down on the order), then the risk lies with you. We won't be able to check whether the defect is caused by our mistake or by the shipment. From the moment you receive a product, the responsibility for it (legally) lies with you. We therefore always ask you to check your order carefully. Just in a row:

- Reporting a defect in the case of unpacking/arrival must be done in advance by e-mail.
- Wait for our instructions before returning it.
- If we ask you to return the item, the shipping costs will, of course, be reimbursed.
- Defective or damaged items: contact us as soon as possible.
- Returned shipments that are sent without any communication will be refused.

**Refunds**

In the event of a cancellation, you will receive all payments, including delivery costs for the forwarding, as quickly as possible and no later than 14 days after you have indicated that you wish to make use of the right of withdrawal. We will refund you with the same payment method you have paid with unless you agree with us on another method.

You bear the costs for the return shipment yourself.

We do not charge a fee for the processing of returns.

When returning (within 14 days) the order amount including shipping costs paid will be refunded.

The shipping costs are only refunded if the entire order is returned, not if it is incomplete.

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## Withdrawal form

Appendix I: withdrawal form

(This form only complete and return when you want to withdraw from the contract)

- To:

Kenko Retro-en-Design VOF  
Vossiusstraat 55  
3314 BV Dordrecht  
The Netherlands  
info@retro-en-design.nl

- I / We \* part / share \* hereby give notice that I / our \* contract on

the sale of the following products: [designation product] \*

the supply of the following digital content: [indicator digital content] \*

the provision of the following service: [service description] \*

revoke / revocation \*

- Ordered on \* / received on \* [Date in order to receive services or products]

- [Name of consumer (s)]

- [Address of consumer (s)]

- [Signature of consumer (s)] (only if this form is notified on paper)

\* Delete whichever is inapplicable or fill as appropriate.