

Return Policy – het Terrarium / hetterrarium.com

Are you not completely satisfied with your purchase? Is it not the correct size or does it not meet up to your expectations? Unfortunately this can happen. Returning or exchanging your article is not a problem.

As stated in our Terms and Conditions shop www.hetterrarium.com Article 6 - 10. You have the ability to send back your product (s) without giving any reason within 14 days of receiving your purchase. In connection with possible improvement of our service it will be asked to do so on the return form. We appreciate the opinion of our customers very much. The return form you receive from us along with your product.

Need a new return form?

No problem. Send us an email and we send him to you as quick as possible.

In a return, you have 2 options,

1- Send your item back and exchange it for other items in our shop.

If your new purchase does not meet your expectations or, for example not be the right size and would like to receive a replacement product? This is no problem, in this case you will receive as soon as we receive your purchase back a unique code to the value of your purchase price. You can choose a replacement item or items in our shop. We can also send you a replacing item.

2- Send your item back and get your purchase amount refunded to your account.

Of course there is also the option that you get credited your purchase amount on your bank account. In this case we will send you upon receipt of your return an acknowledgment of, and the amount refunded. This then will be credited within 14 days on your account. Make sure that you have the correct bank information entered on your return form.

Damage:

When the products upon receipt are damaged or not working. Then you are entitled to a replacement item. If this is the case, we ask you to send us a message by e-mail within 48 hours after you receive your order with a description of the problems or defects. Following which you can send the item back. Once we have received your item (or proof of shipment), we immediately send a replacement item to you.

Below a short piece of our terms and conditions shop www.hetterrarium.com on any rights as a customer and merchant regard to returns and exchanges.

Article 8 - Exercise of the right of withdrawal by the consumer and costs

If the consumer exercises his right of withdrawal, he shall within the possible exchange period using the model withdrawal form or any other discussed manner to the entrepreneur.

As soon as possible but within 14 days from the day following the notification referred to in paragraph 1, the consumer shall return the product, whether he hands it to (a representative of) the entrepreneur or by sending it back to named address.

The consumer asks upon and send back the order within the 14 days of possible exchange period after receiving the product.

The consumer shall send back the product with all accessories, if reasonably possible in original condition and packaging, and in accordance with the reasonable and clear instructions provided by the entrepreneur.

The risk and the burden of proof for the correct and timely exercise of the right of withdrawal lies on the consumer.

The consumer must bear the direct cost of returning the product. If the trader has not notified the consumer has to bear them or if the operator indicates to bear the costs themselves, consumers do not bear the return shipping costs.

Article 9 - Obligations of the entrepreneur in case of withdrawal

If the entrepreneur notification of withdrawal by the consumer electronically allows, it sends an acknowledgment immediately upon receipt of this notification.

The trader shall reimburse all payments to the consumer immediately but within 14 days following the day on which the entrepreneur receives returned product. Unless the trader offers to collect the product itself, he may wait to return until he has received the product or the consumer demonstrates that he has returned the product, whichever is earlier.

The entrepreneur uses the same means of payment used by the customer for reimbursement unless the consumer agrees to a different method. The repayment is free of charge for consumers.

The entrepreneur will reimburse all payments including cost charged for sending the order made upon the time of sales. The cost charged for sending the products will not be reimbursed when less than 50% of the total order is send back.

If the consumer has opted for a more expensive method of delivery than the cheapest standard delivery, the trader does not have to reimburse the additional costs of the more expensive method.

www.hetterrarium.com