



Information Center

SUBJECT

E-SHOP

QUESTION

Is it possible to return an item or order?

ANSWER

We will replace or refund any item, provided that it is returned in its original packaging, within 14 calendar days from when you receive it. After this period we will not accept any returns apart from faulty items. All promotional offers must be returned in their entirety. All returned items are inspected before a refund is made.

No postage is required. As a partial contribution to the costs we incur for the transport of returns, you will be charged with a return fee of €6.75 per parcel. It will be deducted from your refund.