

## Return policy

For your vidaXL.com.au orders you have a cooling off period of 30 days from the day of receipt. Within this time you can look at the article and try it like you would in a store. As soon as you put the article to use, the cooling off period has ended.

We advise you strongly to check the contents of the article directly after receipt. If it's damaged or incomplete let us know by contacting our customer service team.

If you are unsatisfied with the article, it's possible to return it. This is also the case for clearance and sale articles. You can return it if:

1. The article is complete
2. If it's in the original packaging and in original state.

You can easily notify us of your wish to return your order directly from your vidaXL account. Go to "My orders and click on "Return". If you want to return the products we ask you kindly to inform us within 30 days after delivery.

You can also notify by phone: 02 6145 2083.

After you have notified us that you wish to return your order we will provide you with instructions on how best to do so, to ensure that your product(s) arrive at the correct location.

### **Your item is not as expected, or you changed your mind?**

When items are not as expected, and you wish to return them, you need to pay the return postage yourself.

### **Your item is damaged or defective or incorrect?**

In such instances, contact our customer service team and we will discuss an appropriate solution. We may offer you (without limitation) a repair or replacement parts, a replacement product or a full refund. When we offer you a refund, we will refund the total amount you have paid including delivery costs. When returning the product is necessary, we will cover (reasonable) return costs if you follow our return instructions.

Please note that, as far as technically possible, the refund will be issued to the same account and via the same method as used to place the order.