

# AUSTRALIA RETURN PROCESS

When purchasing from vidaXL on vidaXL.com.au, you, as a consumer (purchasing for private purposes), benefit from a cooling-off period allowing to change your mind: the XLservice (terms and conditions apply). We have highlighted the main information in the below table and additional information can be found hereinafter.

<b>Basis for return</b>	<b>Cooling-off period</b>	<b>Refund of the item price paid</b>	<b>Refund of the delivery fee</b>	<b>Costs of returning the product</b>	<b>When to contact vidaXL</b>	<b>Who will organize the product return</b>
<b>XLService</b>	30 days from receipt	YES	NO	AUD19,99 per product	Within 30 days of receipt	vidaXL

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## 1. XLservice

### a. General information

Most products sold by vidaXL can be returned up to 30 calendar days after receiving them. This cooling off period does not apply to all products and more information on excluded categories of products can be found in the section “exceptions to the XLservice”.

The cooling-off period expires 30 days after the day the product is delivered.

### b. Your obligations when using the XLservice

During the cooling-off period, you may only view and evaluate the item as you would in a store. If, during the cooling-off period, you have gone beyond what is necessary to establish the nature and characteristics of the item, you are responsible for any loss of value resulting therefrom, and vidaXL is entitled to set off this loss of value against the amounts that you should be refunded. It is therefore important that you handle the product carefully during the cooling-off period.

We also ask that you always return the products in their original packaging, insofar as this is reasonably possible.

### c. How to use the XLservice

To make use of the XLservice, you need to inform vidaXL of your decision to return the product before the cooling-off period (30 calendar days) expires. You can inform using one of the following manners:

1. Via our webchat;
2. Via our Webform;
3. Via email

In all cases, please provide as much information as possible so that we can handle your request directly:

- SKU (product reference visible on the carton/product page) of item you want to return
- The reason for which you want to return the item
- Information if the item is in the original box, if not, please provide the dimensions of the box the item has been repacked in. Please keep in mind that all returned items must be disassembled
- If you discovered any damages and this is the main reason for the return request, we would appreciate if you could provide us pictures of the damages. These photos will help us identify the cause of the problem and prevent this from happening again in the future.

After you have indicated that you want to use the XLservice, we will send you a confirmation via email.

### d. Returning my product

Upon receipt of your request to return your product making use of the XLservice and provided your request meets the requirements set herein, vidaXL will organize the return of your product either:

- By drop-off at a parcel shop; or
- By collection of the product by a carrier.

vidaXL will provide with all relevant information regarding the XLservice return method applicable to your situation.

### e. Costs related to the XLService and Refund

When making use of the XLService, a fee of AUD 19,99 per product returned will be deducted from your refund.

After deducting AUD 19,99 per product and except for delivery fees incurred where applicable, you will be refunded all payments made up to that point (limited to the product returned through the XLService) as soon as possible.

We will always refund you using the same method of payment used to complete the initial transaction.

If your purchase was made via Klarna, you have the option to postpone payment until your return is processed by vidaXL. You can find this option in your Klarna account.

## 2. Exceptions to the XLservice

The XLservice does not apply to:

- Products that spoil quickly or have a limited shelf life;
- Products that are not suitable to be returned for reasons of health protection or hygiene and of which the seal has been broken after delivery (for example: cosmetics);
- Customized products or products that are clearly intended for a specific person (for example: a t-shirt printed according to your specifications);

- Audio and video recordings and computer software of which the seal has been broken after delivery (for example: a sealed DVD containing a certain film);
- Products that, after delivery, are irrecoverably mixed with other items due to their nature (for example: petrol after filling the tank).

### 3. Absence of cooling-off period for business customers

As a business customer you are not entitled to a cooling-off period. Please refer to the business Terms and Conditions for provisions that apply to business customers.