

Delivery & Returns

Delivery

An order placed before 15:00 CET will be shipped the same day and delivered within 1-2 business days. Goods are shipped from Bleiswijk, NL. Orders above € 29,99 are eligible for free shipping. We deliver throughout Europe with DHL and inform you by email when the delivery will take place via a track & trace link. If you're not at home, the order will be delivered a second time. After the second time, the order will be delivered at a pick-up point close to you.

Shipping cost per country:

- Netherlands: €3,99
- Belgium: €4,99

Returns / cooling off period

You have a cooling-off period of 14 days to return the product without giving any reason, starting on the day of delivery. If possible, products can be returned unused and in the original packaging. Do you want to return the entire order? Items that have already been received can be returned to the return address stated on your packing slip. EzeeTabs will refund the entire purchase price, including the calculated shipping costs. The shipping costs for the return are for your own account. The shipping costs are also at your expense when part of your order is returned. The purchase price of the part of the order returned by you will be refunded to you. Shipping costs will not be refunded in that case.

In order to be able to process your return / cancellation quickly, we would like to hear from you by email at email address: info@ezeetabs.com. Please include your full name, invoice and order number.

NOTE: You are responsible for the product until it is back in our warehouse. You are therefore responsible for proper packaging of the product. Think that in particular of all vulnerable products.

Exceptions to returns

Excluded from the right of withdrawal is a consumer purchase that relates to the delivery of:

- Products manufactured according to the consumer's specifications, which are not prefabricated and which are manufactured on the basis of an individual choice or decision of the consumer, or which are clearly intended for a specific person;
- Products that spoil quickly or that have a limited shelf life;
- Products that are not suitable for return for reasons of health protection or hygiene and of which the seal has been broken after delivery;
- Products which, by their nature, are irrevocably mixed with other items after delivery.

Return process

To return an item, you can email our customer service at info@ezeetabs.com (within 14 days of your purchase) and provide your order number (e.g. ORD12345EU) and you will receive all the necessary information for your return.

Complaints about your product?

Is something not to your liking? Then of course we would like to hear that. For complaints, you can contact customer service via e-mail (info@ezeetabs.com). After submitting your complaint, you will receive a confirmation of receipt from us. We will process your complaint and you will receive an answer from us within 14 days. If you do not agree with the solution or if we cannot reach a solution together, you can submit your complaint to the Disputes Committee via the European ODR Platform (<https://ec.europa.eu/consumers/odr/>).

Is your product damaged?

We request that you inform us of a defect as soon as possible after its discovery.

Right of withdrawal

You have the right to cancel within 14 days to withdraw from the contract without stating reasons. The withdrawal period expires 14 days after the day on which you or a third party designated by you, who is not the carrier, takes physical possession of the goods. To exercise the right of withdrawal, you can notify us by means of an unambiguous statement (for example in writing, by post or e-mail) that you are withdrawing from the contract. You can use the model withdrawal form for this, but you are not obliged to do so. To meet the withdrawal period, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of the cancellation If you cancel the contract, you will receive all payments you have made up to that point, including delivery costs (with the exception of any additional costs resulting from your choice of a different method of delivery than the cheapest standard offered by us delivery) without delay and in any case no later than 14 days after we have been informed of your decision to withdraw from the contract. If you only return part of your order, the costs for delivery will not be refunded. We will pay you back with the same payment method with which you made the original transaction, unless you have explicitly agreed otherwise; in any case, you will not be charged for such reimbursement. We may withhold the refund until we have received the goods back or until you have demonstrated that you have returned the goods, whichever is the earlier. You can return or hand over the goods to us without delay, but in any case, no later than 14 days after the day on which you have notified us of your decision to withdraw from the contract. The deadline is met if you send back the goods before the period of 14 days has expired. You will bear the direct costs of returning the goods. Our return address is Prismalaan West 27 in Bleiswijk. You are only liable for the depreciation of the goods resulting from the use of the goods, which goes beyond what is necessary to determine the nature, characteristics and functioning of the goods.

Appendix I: Model form for withdrawal

Model withdrawal form

(only complete and return this form if you wish to cancel the contract)

- To: [name of company]
[geographic address of the company]
[fax number company, if available]
[e-mail address or electronic address of the company]

- I / We * share / share * hereby inform you that I / we * regarding our agreement
the sale of the following products: [product description] *
the supply of the following digital content: [indication of digital content] *
the provision of the following service: [specification of service] *,
revoke / revoke *

- Ordered on * / received on * [date of order for services or receipt for products]

- [Name of consumer (s)]

- [Address of consumer (s)]

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

* Delete what does not apply or fill in what applies.