

RETURN POLICY

If you believe that you have received defective, damaged or incorrect products, you must inform us in writing by email at: webservice@vidaXL.com within 30 days, starting from the earlier of the date the product is delivered to you or the date the first delivery attempt was made. In the case where multiple products were ordered, the 30 days period does not start until the day after you receive the last package. Please do not return the product to us without communicating with us and requesting a return. We will respond and contact you to discuss an appropriate remedy and may offer you (without limitation) a repair or replacement parts, a replacement product or a full refund. If we offer you a refund, we will refund the purchase price of the product in full, plus any applicable delivery charges. Furthermore, at our own discretion we could arrange, for no charge, the return of the product to us.

In case where we offer you to return the product, it must be in its original packaging and in the same condition in which you received it. Furthermore, you have an obligation to take reasonable care of the product while it is in your possession. If you fail to comply with this obligation, we may deny the no charge return and charge you for the product.

We only sell brand new items. Should anything go wrong during transport, you can always contact us via e-mail at webservice@vidaxl.com. We strongly suggest you check the contents of the package directly after receipt.

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
- the quality issue, if applicable, must be clearly explained and the request should be supported with pictures showing the damage. These photos will help us identify the cause of the problem and hopefully prevent this from happening again in the future.

If we allow you to return the product:

- please provide information if the item is in the original box. If not, please provide the dimensions of box the item has been repacked.
- please keep in mind that all returned items must be disassembled
- follow the instructions given by our Customer Service Agent and return the product.

- refund will be made no later than 14 days after receipt of the cancellation notice.
We may, however, postpone the reimbursement and release it as soon as we have received the products, or until the moment you have shown that you have sent it. Once we start the refund process, you'll receive a confirmation email.
You'll receive your refund on the same account you used for the payment.

In all other cases, refund will be made no later than 14 days after receipt of the cancellation notice. Once we start the refund process, you'll receive a confirmation email.
You'll receive your refund on the same account you used for the payment.

During the 30-days window time, we kindly ask you to treat the product carefully. You will be responsible for any loss of value resulting from damages which may be attributable to you.

As an alternative to the e-mail address, you may use the chat or the contact form.

WARRANTY POLICY

We warrant to you that any product purchased from us through this Website will conform in all material respects with the specifications set out in the Contract for 30 days from the date of your receipt.

This limited warranty covers damage which may occur during shipping to you, as well as damage resulting from the normal use of a product during the limited warranty period, but specifically does not cover damage resulting from misuse of the product or shipping not from us directly to you. Pursuant to this limited warranty, we will, at our sole discretion and depending on the damage sustained to the product, repair the product or offer you a replacement part, a new product or a refund. If your purchased product is damaged, please do not hesitate to contact our customer service by email at: webservice@vidaXL.com.

This limited warranty exists in addition to laws and regulations that may be applicable to you as a customer. Your rights under this limited warranty will automatically and immediately be voided if any party other than the manufacturer or any manufacturer authorized repair service repairs or otherwise modifies the product.