

Returns with XLservice

vidaXL offers consumers the possibility to return, by themselves and, in most cases, free of charge, almost all products sold within 30 days of receipt (see below table). To be eligible for this, you need to make use of the XLservice, and you need to agree to the Terms and Conditions of the XLservice.

Products sold by vidaXL and return with XLservice

Cooling-off period	Refund payment of item	Shipping costs for returns paid by	Inform vidaXL before the 30 days cooling off expires	To whom should I return the product
30 days of receipt	Yes	vidaXL	Yes	vidaXL

XLservice

Most products sold by vidaXL can be returned up to 30 calendar days after receiving them. For some products there is no cooling-off period. More information on which categories of products are excluded can be found in the section exceptions to the XLservice.

The cooling-off period expires 30 days after the day on which you or a third party designated by you received the product. In the case where multiple products were ordered, the cooling-off period does not start until the day after you receive the last package. During the cooling-off period, you may only view and evaluate the item as you would in a physical 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 treat 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.

Please note: The **XLservice from vidaXL** only applies if you have made the purchase as a consumer.

How to use the XLservice from vidaXL

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) has expired. You can make this known in different ways:

1. **Via our web chat**
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 you want to return the item
- 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
- if you discovered any damages and this is main reason for the return request, we will appreciate if you could provide to us the pictures with damages. These photos will help us identify the cause of the problem and hopefully prevent this from happening again in the future.

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

If you withdraw from the contract making use of the XLservice, all payments made up to that point will be refunded (for that part affected by the withdrawal), as soon as possible and in any event no later than 14 days after you have informed vidaXL about your decision to withdraw. However, vidaXL may delay reimbursement until we have received the product back or you have provided evidence of having sent it back, whichever comes first. We will always refund you using the same method of payment with which you made the original transaction, unless we have expressly agreed otherwise together. In any case, no costs will be charged for the execution of the refund.

Exceptions of the XLservice

The **XLservice** do 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).
- customised 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 irrevocably mixed with other items due to their nature (for example: petrol after filling the tank).
- alcoholic beverages, the price of which has been agreed upon at the conclusion of a consumer purchase, but the delivery of which can only take place after thirty days or more, and the actual value of which is dependent on fluctuations in the market over which the trader has no influence (for example: special seasonal wines).
- single newspapers, magazines, or periodicals.

No XLservice for products sold by vidaXL to business customers.

No XLservice for products sold by vidaXL to 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.

If, as a business customer, you have made a purchase from an external seller, the Terms and Conditions used by that seller apply.