

Return Policy

Consumers who purchase products from a distance (i.e. from our online shop) have a statutory fourteen-day 'cooling-off' period during which they can change their minds about their purchase. This does not apply to customer-specific, custom products or non-stock items that are specially ordered for the customer. If you want to return a product, please let us know by email. To help us respond promptly to your request, please include your customer number and the order number.

We will send you a return document that you must include with your return shipment. Shipping for returned products is always at the customer's own cost.

We will handle your enquiry with all due care.