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# RETURN POLICY HART 4 TECHNOLOGY

Version 2.0

## SCOPE OF APPLICATION

Under European and Dutch law, consumers have the right to revoke an online purchase up to 14 days after the order is received by or on behalf of the consumer. The return policy below applies when you are a consumer and have made a purchase on [www.hart4technology.nl/en/shop](http://www.hart4technology.nl/en/shop). If you are not a consumer and/or have made a purchase from us in a way other than through our online shop, you cannot invoke the right of withdrawal. We may make an exception for you, but we can never be obliged to do so. If we make an exception, we may attach special conditions to it at our discretion.

## EXCEPTIONS

No right of withdrawal applies to:

- a) (a) Custom-made products. This means the delivery of products manufactured according to your specifications, which are not prefabricated and which are manufactured based on your individual choice or decision, or which are clearly intended for a specific person, including products engraved by us according to your specifications.
- b) The supply of software and audio and video recordings delivered on a tangible data carrier whose seal has been broken after delivery. If the seal is broken, we cannot resell these goods.
- c) The supply of software or other digital content not supplied on a tangible medium, insofar as the performance has begun with your express prior consent and you have declared that you thereby waive your right of withdrawal.

It may also be the case that the order indicates that a right of withdrawal does not apply to the product in question. This can only be the case if exclusion of the right of withdrawal for the product in question is permitted by law.

## RETURNING

Does the right of withdrawal apply to you? Then you can revoke your order up to 14 days after it has been delivered to you. If you have added several products to your shopping basket in our online shop, you can also partially revoke your order, provided, of course, that the right of revocation also applies to the products in question.

Only the person who made the purchase in our online shop can request a revocation. You revoke your order by completing and sending us the model revocation form (see below) or by letting us know by e-mail or other unambiguous means, stating your name, the order number and an indication of the products you wish to return. We will then confirm your withdrawal as soon as possible by e-mail.

As long as the products to be returned are in your possession, you may only handle and inspect them to assess the nature and characteristics of the products. The premise here is that the products may only be handled and inspected as they would be allowed to be handled and inspected in a physical store. If the products are returned to us in an inferior condition, we are entitled to charge you for the reduction in value.

You have 14 days after submitting your withdrawal request to return the order to us. The cost of doing so will be at your expense. Please use the following return address for the return:

Hart 4 Technology  
Kiefteweg 6  
7151 HT Eibergen  
Netherlands

You must return the products to us undamaged, with any accessories provided and in their original condition and packaging. You can include a copy of the completed model withdrawal form in the package. If you do not use this, please add a bill with at least your name, the order number and an indication of the products you are returning.

You are responsible for the return shipping. You should keep the shipping receipt and tracking information safe until the return process is completed by us. Returns are at your own expense and risk. You choose the method of return and decide whether to sign and send the package and/or with an insurrancy. The delivery service will inform you about the possibilities. Because the risk of return rests with you, we always advise you to return the package signed and insured.

## REFUND

We will refund you the amount paid by you for the returned products, minus any depreciation, as soon as possible, but no later than 14 days after the revocation, provided that the products have been received back by us, or you have proved that the products were actually returned. If you only recall part of the order, any delivery costs initially paid by you will not be refunded. Refunds will be made using the same payment method you used to pay for the order. Any fees associated with using a particular payment method will not be refunded.

If you paid by credit card, a refund is often not visible in your credit card statement until the end of the month or relevant term.

## SWAP

If you require a replacement product, you will need to place a new order for it.

This return policy is for informational purposes only. No rights can be derived from it; the legally binding regulation on the return policy is stated in article 4 of our (Hart 4 Technology) terms and conditions..

## WARRANTY

The right of withdrawal is separate from returning products under (legal) warranty. If a delivered product is defective, you must first contact us before returning the product. Only after our consent can you return a defective product. As a consumer you are entitled to the statutory warranty. In case of a valid legal warranty claim, we will provide repair or replacement free of charge. If you are not a consumer, you are only entitled to any manufacturer's warranty. In this case the product can be returned to the manufacturer. The manufacturer will examine the product. If the manufacturer judges that the defect falls under the manufacturer's warranty, the manufacturer will provide a solution in accordance with the manufacturer's warranty conditions.

If the defect is not covered by the legal or manufacturer's warranty, the product will be returned to you and all shipping and any examination costs will be at your expense.

## MODEL WITHDRAWAL FORM

You can print out this form or transcribe it manually and mail it to us and/or attach it to your return shipment. It is important to always clearly add your name and order number to the package. Without your name and order number we cannot process the return.

Hart 4 Technology  
Kiefteweg 6  
7151 HT Eibergen  
Netherlands

Good day,

- I would like to return an order. It concerns the following product(s):

.....

- Product name

.....

- Ordernumber

.....

- Ordered on.../Received on....

.....

- Reason return

.....

Kind regards,

- Name (as specified in the order)

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- Address (as specified in the order)

.....

- Date

.....

-Phonenumber (as specified in the order)

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