

## **Annulerings- en retourvoorwaarden**

### **1. Herroepingsrecht**

Je hebt het recht om je bestelling tot **14 dagen na ontvangst zonder opgave van reden te annuleren**. Na annulering heb je nogmaals **14 dagen om je product retour te sturen**.

### **2. Terugbetaling**

Wanneer je gebruikmaakt van je herroepingsrecht, ontvang je het volledige orderbedrag inclusief de oorspronkelijke verzendkosten binnen **14 dagen na aanmelding van je retour** terug.

Wij mogen wachten met terugbetalen totdat wij het product hebben ontvangen of totdat je hebt aangetoond dat je het product hebt teruggestuurd.

### **3. Retourkosten**

De kosten voor het retourneren van het product van jouw adres naar onze webshop zijn **voor eigen rekening**, tenzij anders vermeld.

### **4. Staat van het product**

Je dient het product uitsluitend te gebruiken in die mate die nodig is om te beoordelen of je het wilt houden.

Indien het product beschadigd is of verder gebruikt dan nodig, kunnen wij een **waardevermindering** in rekening brengen.

### **5. Uitzonderingen op het herroepingsrecht**

Het herroepingsrecht is niet van toepassing op:

- Digitale producten (zoals e-books) die direct worden geleverd en waarbij je vooraf hebt ingestemd met het afzien van je herroepingsrecht

### **6. Hoe kun je annuleren?**

Je kunt je bestelling annuleren door een e-mail te sturen naar:

[webshop@deltapatents.com](mailto:webshop@deltapatents.com)

Vermeld hierbij:

- Je naam
- Ordernummer
- Datum van ontvangst

Je kunt ook gebruikmaken van het Europese modelformulier voor herroeping (op aanvraag beschikbaar).

### **7. Retouradres**

Retourneer het product naar:

DeltaPatents  
Fellenoord 370  
5611 ZL Eindhoven  
The Netherlands

## 8. Contactgegevens

Heb je vragen? Neem gerust contact met ons op:

E-mail: [webshop@deltapatents.com](mailto:webshop@deltapatents.com)

Telefoon: Phone: +31 (0)40 2938800

## Right of Withdrawal and Returns Policy

### 1. Right of Withdrawal

You have the right to withdraw from the contract within **14 days without giving any reason**.

The withdrawal period will expire **14 days after the day on which you, or a third party indicated by you (other than the carrier), acquires physical possession of the goods**.

To exercise the right of withdrawal, you must inform us (**Deltapatents**) of your decision to withdraw from this contract by an unequivocal statement (e.g. by email).

### 2. Effects of Withdrawal

If you withdraw from this contract, we shall reimburse to you **all payments received from you**, including the costs of delivery (with the exception of supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than **14 days from the day on which we are informed about your decision to withdraw from this contract**.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

### 3. Return of Goods

You shall send back the goods or hand them over to us without undue delay and in any event not later than **14 days from the day on which you communicate your withdrawal from this contract to us**. The deadline is met if you send back the goods before the period of 14 days has expired.

#### **4. Costs of Return**

You will have to bear the **direct cost of returning the goods**, unless otherwise agreed.

#### **5. Liability for Diminished Value**

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

#### **6. Exclusion of the Right of Withdrawal**

The right of withdrawal shall not apply to the supply of:

- Digital content which is not supplied on a tangible medium, if the performance has begun with your prior express consent and your acknowledgment that you thereby lose your right of withdrawal.

#### **7. How to Exercise the Right of Withdrawal**

To exercise your right of withdrawal, you must notify us by email:

**webshop@deltapatents.com**

You may use the model withdrawal form as set out in **Annex I, Part B of Directive 2011/83/EU**, but it is not obligatory.

#### **8. Return Address**

DeltaPatents  
Fellenoord 370  
5611 ZL Eindhoven  
The Netherlands

#### **9. Contact Details**

**Email:** webshop@deltapatents.com

**Phone:** +31 (0)40 2938800

**Model Withdrawal Form**

*(Complete and return this form only if you wish to withdraw from the contract)*

**To:**

Deltapatents  
Fellenoord 370  
5611 ZL Eindhoven  
The Netherlands  
Email: webshop@deltapatents.com

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**I/We () hereby give notice that I/we () withdraw from my/our (\*) contract of sale of the following goods:**

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**Ordered on () / Received on ():**

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**Name of consumer(s):**

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**Address of consumer(s):**

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.....

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**Signature of consumer(s) (only if this form is notified on paper):**

.....

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**Date:**

.....

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(\*) Delete as appropriate