

## Return Policy

At vidaXL.ie we offer a cooling off period of 30 days from the day of receipt.

Within this time you can look at the article and try it like you would in a store. As soon as you put the article to use, the cooling off period has ended.

We advise you strongly to check the contents of the article directly after receipt. If it's damaged or incomplete let us know by contacting our customer services team. If you are unsatisfied with the article, it's possible to return it. This is also the case for clearance and sale articles. You can return it if:

1. The article is complete
2. If it's in the original packaging and in original state.

You can easily notify us of your wish to return your order directly from your vidaXL account. Go to "My orders and click on "Return". If you want to return the products we ask you kindly to inform us within 30 days after delivery.

You can also notify by phone: 015 134 811.

After the notification we will send you the return information. You can then schedule an appointment to have the item picked up. We recommend that you don't send the product back on your own accord for the above mentioned pick up service is free of charge.

We shall return the full payment you made within 14 days after we received the returned article. Please note that, as far as technically possible, the refund will be issued to the same account and via the same method as used to place the order.