# ****Warranty & Return Information****

## ****To return****

You are entitled to cancel your order up to 14 days after acceptance without notice. After cancellation you have 14 days left to return your product. We will then refund the full order amount including shipping. However, the return costs from your home are at your own expense. If you make use of your right of withdrawal, the product including all supplied accessories will be returned to the vendor - when reasonably possible - in original condition and packaging. To use this right, you can contact us at [info@fair-vision.eu](mailto:info@fair-vision.eu). We will then refund the due amount within 14 days after your notification of return, provided that the product has already been returned in good order.

## ****Return exceptions****

The following items cannot be returned:

* Used products and products with traces of use or damage.
* Opened packages of products which are personal or hygienic in nature, due to health protection; cream, makeup, lotion, gel, shampoo, oils and other body care products.
* Food for reasons of food safety.
* Animal food for reasons of food safety.
* Tailormade products.
* Data carriers with digital content, such as dvd's and cd's.
* Products that are returned incomplete.
* Provided services.
* Gift certificates provided by Alternatieve Kadobon BV.
* Consumer cards provided by Fair Vision Businesses BV

Products returned with one of the above features are not accepted and returned by Fair Vision. The shipping fee will be charged, or Fair Vision accepts your product and will only refund you a part of the original purchase price.

The condition and packaging of returned items must meet the following conditions:

* After the product has been registered as a return and approved by us, you will receive a return form. Print the return form and add it to the return shipment.
* If possible, use the original packaging and packaging material.
* Always use a carton and sufficient protective equipment. Returns without a box can be refused due to the possibility of shipping damage.
* Make sure to return the product free from wear and damage.
* Return the product complete with all manuals and optional accessories as in the original packaging.
* We always advise to request a receipt of return at the relevant delivery point.

Model withdrawal form

(Complete and return this form only if you want to revoke the agreement)

— To Fair Vision Businesses B.V.  
 Zijde 348  
 2771 EX Boskoop  
 [info@fair-vision.eu](mailto:info@fair-vision.eu)  
 +31 (0)6-24793318

— I / We (\*) hereby inform you that I / we (\*) want to revoke our agreement on the sale of the following goods / delivery of the following service (\*):

— Ordered on (DD-MM-YYYY) : — Order number :

— Received on (DD-MM-YYYY):

— Name/Names consumer(s)

— Address consumer(s) :

— IBAN account number:

— Signature of consumer(s), (only when this form is submitted on paper)

— Date (DD-MM-YYYY):

*(\*) Cross out what is not applicable.*