

## Information surrounding warranty & return

### Returning

You have the right to return your order up to 14 days after receipt without giving any reason. You will then be credited the full order amount excluding shipping costs. The costs for returning from your home to the webshop are for your own account. If you make use of your right of withdrawal, the product will be returned to the entrepreneur with all accessories supplied and - if reasonably possible - in the original condition and packaging. To exercise this right, please contact us via [info@denimx.nl](mailto:info@denimx.nl). We will then refund the order amount due within 14 days after registration of your return, provided the product has already been returned in good order.

### Exchange

You have the right to exchange your order up to 14 days after receipt without giving any reason. After returning the original ordered product, you will receive an identical or comparable product. The costs for returning from your home to the webshop and for the webshop to your home are for your own account. You must indicate in this form which product the original ordered product must be replaced. To exercise this right, please contact us via [info@denimx.nl](mailto:info@denimx.nl). We will then check the original product for use and send the newly selected product to the address provided within 5 working days.

### Pay Attention:

Exclusion of the right of withdrawal is only possible for sealed products. When the seal is broken, these products are non-returnable.

### Warranty

1. DenimX offers a one-year warranty on all Products available on or delivered through the Website.
2. The warranty in respect of Products only applies to defects caused by faulty manufacture, construction or material.
3. The warranty does not apply in the event of normal wear and tear and damage resulting from accidents, changes made to the product, negligence or incompetent use by the Customer, as well as when the cause of the defect cannot be clearly determined.

If DenimX determines that the Product is indeed defective, the defective product will be repaired or replaced by an identical product or, if not or no longer in stock, a product that resembles as closely as possible.

### Identity of entrepreneur

DenimX B.V.

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The Netherlands

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Chamber of Commerce number: 68157878

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