

Conditions Right of withdrawal

The consumer has the right to return the product. They will receive (part of) the purchase price as a refund.

Return period

The consumer has the right to apply for the refund up until 14 days after the day of receiving the product or products.

They are expected to handle the product with care. The consumer may only use the product as they would in a shop. This means that they may look at the Flame Away, hold it and place it, but they CANNOT throw the product.

Return procedure

If the wish to return the product, they are to fill the form on the website or send a clear email to info@flameaway.nl.

The consumer can then send the product to the return address. The costs of the shipment are to be paid by the consumer. The shipment of the to be returned product is to be sent after 14 days.

Return payment

The amount of money you will receive in return depends on the state of the product upon return. If the product is returned without damages, you will receive 100% of the original product price. If there are visual damages (scratches, stains, etc.), you will receive at maximum 75% of the product price. If the product is damaged to such a degree, that the product cannot be used again by another consumer (leakage, broken missing part, etc.), you will receive 0% of the product price in return, as you have used the product and it cannot be used by another person again.

The payment will occur as soon as possible, at the latest 14 days after recall. The payment will only occur after receiving the product on the retouradres.