


## Return and Cancellation Policy for Auctions4You:


Last updated: March 25, 2024

Thank you for shopping at Auctions4You. We strive to provide you with high-quality products and excellent customer service. However, if you are not satisfied with your purchase, we offer a flexible return policy to assist you.

### General Return Conditions:

1. **Return Period:** You have 30 days from the receipt of your order to submit a return request.
2. **Product Condition:** The returned product must be unused and in the same condition as you received it. All original tags, packaging, and accessories must be included.
3. **Return Process:** To submit a return request, log in to your Auctions4You account and go to your order history. Locate the relevant order and follow the instructions to initiate the return process.
4. **Return Costs:** Return shipping and handling costs (€25, excluding 21% VAT) are the responsibility of the customer, unless the product is defective or damaged upon receipt.
5. **Refund:** Once we have received and inspected the returned product, we will process the refund via the original payment method. Please note that it may take several business days for the refund to appear in your account.
6. **Exceptions:** Some products may not be eligible for return due to hygiene or safety reasons. Please check the product page for specific return information.

+31 6 16 59 74 32 

info@auctions4you.eu 

www.auctions4you.eu 

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Auctions4you

### Defective or Damaged Products:


1. **Reporting:** If you receive a defective or damaged product, report it to our customer service within 7 days of receipt. Include photos of the defect or damage to expedite the process.
2. **Return Instructions:** Our customer service will provide you with detailed instructions for returning the defective or damaged product. In this case, return shipping costs will be covered by Auctions4You.
3. **Replacement or Refund:** Upon receipt and inspection of the defective or damaged product, we offer the option for a replacement product or a full refund, depending on your preference.


### Order Cancellation:

Our terms state that you have the right to cancel your purchase made in the webshop. It also specifies that cancellation fees will apply, depending on the time of cancellation.

If you cancel your order before it arrives at our warehouse, you will be charged a 30% cancellation fee.

If the order is already in the warehouse at the time of cancellation, you will be charged a 50% cancellation fee.

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### Customer Service Contact Information:


If you have any questions about our return policy or need assistance with returning a product, please feel free to contact our customer service:


- **Phone:** +31 6 16 59 74 32
- **Email:** [klantenservice@auctions4you.eu](mailto:klantenservice@auctions4you.eu)

Please note that this return policy is subject to change. We recommend that you check this page regularly for any updates.

Thank you for choosing Auctions4You. We are here to assist you with any questions or requests!

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