
Return Policy

This translation is provided for information only. Only the Dutch version is legally binding.

Return conditions

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period expires 14 days after the day on which you, or a third party designated by you other than the carrier, acquires physical possession of the last good.

To exercise the right of withdrawal, you must inform us (Dena Textile Productions B.V., Frankeneng 24, 6716 AA Ede, the Netherlands, sales@dena.nl, telephone number: +31 (0)318 588 595) of your decision to withdraw from this contract by means of an unequivocal statement (for example, a letter sent by post, fax or email). You may use the attached model withdrawal form for this purpose, but you are not obliged to do so.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we will reimburse you all payments received from you, including the costs of delivery (except for any supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We may deduct an amount from the reimbursement if the product has diminished in value as a result of handling that was not necessary to establish the nature, characteristics and functioning of the product.

The reimbursement will be made without undue delay and no later than:

- 14 days after the day on which we receive the goods back, or
- (if earlier) 14 days after the day on which you provide evidence that you have returned the goods, or
- if no goods were delivered, 14 days after the day on which we are informed of your decision to withdraw from this contract.

We will carry out the reimbursement using the same means of payment that you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

We may withhold the reimbursement until we have received the goods back or until you have provided evidence that you have returned the goods, whichever is the earliest.

You must send back or hand over the goods to us without undue delay and in any event no later than 14 days from the day on which you inform us of the withdrawal. The deadline is deemed to be met if you send back the goods before the period of 14 days has expired.

You bear the direct cost of returning the goods yourself. This is €10.84 per parcel, which we deduct from your refund. Returns due to a defect or a wrongly delivered item are free of charge.

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Exceptions to the right of withdrawal

The right of withdrawal does not apply to a consumer purchase concerning the supply of:

- Products made to the consumer's specifications, which are not prefabricated and are produced on the basis of an individual choice or decision by the consumer, or which are clearly intended for a specific person.

If the consumer exercises the right of withdrawal, the consumer must return the unused and undamaged product to the seller with all supplied accessories and, where reasonably possible, in the original shipping packaging, in accordance with the reasonable and clear instructions provided by the trader.