

Returns & Withdrawal Policy Template

A fill-in returns policy under Directive 2011/83/EU

Your right to withdraw

You have the right to withdraw from your purchase within 14 days without giving any reason.

Business name and trading details:

The 14-day period

The withdrawal period expires 14 days from the day on which you acquire, or a third party you name acquires, physical possession of the goods.

How we calculate the start of your 14-day period:

How to withdraw

To exercise the right to withdraw, inform us of your decision by a clear statement. You may use the model withdrawal form, but it is not obligatory.

How to contact us to withdraw (postal and email address):

Refunds

We will refund all payments received from you, including the costs of standard delivery, without undue delay and within 14 days.

How and when we issue refunds:

You are not obliged to refund supplementary costs where the consumer chose a delivery type more expensive than the cheapest standard delivery you offer.

Return costs

Set out who bears the direct cost of returning the goods.

Who pays return postage:

Exceptions

Certain goods are excepted from the right of withdrawal.

Exceptions that apply to our range (for example personalised, perishable, unsealed hygiene or sealed audio, video or software):

Contact

Customer service contact details:

This is a template only. Tailor each field to your business and check it against your national implementing law before publishing.