

## Returns and withdrawal

When purchasing from vidaXL on vidaXL.co.uk, you, as a consumer, benefit from a statutory right of withdrawal as well as a voluntary right of withdrawal, the XLservice (terms and conditions of which are provided herein and must be agreed with prior to using the XLservice). We have highlighted both processes in the below table and additional information can be found hereinafter.

<b>Basis for return</b>	<b>Cooling-off period</b>	<b>Refund of the item price paid</b>	<b>Costs of returning the product deducted from the refund</b>	<b>When to contact vidaXL</b>	<b>To whom should the product be returned to</b>
<b>XLservice</b>	30 days from receipt	YES	4.99GBP per product	within 30 days of receipt	vidaXL
<b>Statutory right of withdrawal</b>	14 days from receipt	YES	Variable	Within 14 days of receipt	vidaXL

### 1. XLservice

#### a. General information

Most products sold by vidaXL can be returned up to 30 calendar days after receiving them. This cooling off period does not apply to all products and more information on excluded categories of products can be found in the section “exceptions to the legal right of withdrawal and XLservice”.

The cooling-off period expires 30 days after the day on which you, or a third party designated by you other than the carrier, received the product. Where multiple products were ordered, the cooling-off period does not start until the day after which you receive the last package.

Please note: the XLservice only applies if you have made the purchase as a consumer. **b.**

#### Your obligations when using the XLservice

During the cooling-off period, you may only view and evaluate the item as you would in a physical store. If, during the cooling-off period, you have gone beyond what is necessary to establish the nature and characteristics of the item, you are responsible for any loss of value resulting therefrom, and vidaXL is entitled to set off this loss of value against the amounts that you should be refunded. It is therefore important that you treat the product carefully during the cooling-off period.

We also ask that you always return the products in their original packaging, insofar as this is reasonably possible.

#### c. How to use the XLservice

To make use of the XLservice, you need to inform vidaXL of your decision to return the product before the cooling-off period (30 calendar days) has expired. You can make this known in different ways:

1. Via our webchat;
2. Via our Webform;

### 3. Via email

In all cases, please provide as much information as possible so that we can handle your request directly:

- SKU (product reference visible on the carton/product page) of item you want to return
- The reason you want to return the item
- Information if the item is in the original box, if not, please provide the dimensions of the box the item has been repacked in. Please keep in mind that all returned items must be disassembled
- If you discovered any damages and this is the main reason for the return request, we will appreciate if you could provide us with pictures of the damages. These photos will help us identify the cause of the problem and prevent this from happening again in the future.

After you have indicated that you want to use the XLservice, we will send you an email confirmation.

#### d. Returning my product

Upon receipt of your request to return your product making use of the XLservice and provided your request meets the requirements set herein, vidaXL will organize the return of your product either:

- By drop-off at a parcel shop; or
- By collection of the product by a carrier.

vidaXL will provide with all relevant information regarding the XLservice return method applicable to your situation.

#### e. Costs related to the XLService and Refund

When making use of the XLservice, a fee of 4.99GBP per product returned will be charged and will be deduced from your refund.

After deducing the 4.99GBP per product, you will be refunded all payments made up to that point (for products returned through the XLservice) as soon as possible and in any event no later than 14 days after you have informed vidaXL of your decision to make use of the XLservice.

However, vidaXL may delay reimbursement until we have received the product back or you have provided evidence of having sent it back, whichever comes first.

Unless expressly agreed otherwise together, we will always refund you using the same method of payment used to complete the initial transaction. In any case, no costs will be charged for the execution of the refund.

If your purchase was made via Klarna, you have the option to postpone payment until your return is processed by vidaXL. You can find this option in your Klarna account.

## 2. Statutory right of withdrawal for products sold by vidaXL

### a. Right of withdrawal

For most items sold by vidaXL, you have a 14 days statutory right to withdraw from the contract. Some categories of products do not benefit from the statutory right of withdrawal, the list of which is provided in the dedicated section "Exceptions to the right of withdrawal and XL Service".

The cooling-off period expires 14 days after the day on which you, or a third party designated by you other than the carrier, has received the product. Where multiple products were ordered, the cooling-off period does not start until the day after you receive the last product.

Note: the statutory right of withdrawal only applies if you have made the purchase as a consumer.

### b. Obligation of the customer during the right of withdrawal

During the cooling-off period, you may only view and evaluate the item as you would in a physical shop. If during the cooling-off period, you have gone beyond what is necessary to establish the nature and characteristics of the item, you are responsible for any loss of value resulting therefrom and vidaXL is entitled to set off this loss of value against the amounts that you should be refunded. It is therefore important that you treat the product carefully during the cooling-off period. We also ask that you always return the products in their original packaging, insofar as this is reasonably possible.

### c. Exercising the right of withdrawal and related costs

To exercise the right of withdrawal, you must notify vidaXL of your decision to withdraw before the withdrawal period expires. You can make this known in different ways:

1. Via our web chat;
2. Via our webform;
3. By sending us the European model withdrawal form (see below). Use of this form is not mandatory.

We prefer the above options.

4. Or in some other unequivocal statement sent to vidaXL at: vidaXL, Mary Kingseystraat 1, 5928SK, Venlo, the Netherlands, [webservice@vidaXL.nl](mailto:webservice@vidaXL.nl)

In cases where you use the option on the vidaXL website to indicate that you are making use of your legal right of withdrawal, we will send you confirmation of receipt of the withdrawal without delay via secure data carrier (for example, by email).

vidaXL can organize the collection of your product in which case you will be charged 4.99GBP per product which will be deduced from your refund.

If you prefer to return the product on your own, the following applies:

- After withdrawal, you must return the relevant products as soon as possible by your own means and in any case no later than 14 days after the day on which you have notified vidaXL of the withdrawal. You have fulfilled this obligation if you return the relevant products before this period of 14 calendar days has expired.
- You can return the product to the following return address: vidaXL, Littlefair Road, HU9 5LP, Hull.
- For items that cannot be returned by regular post (e.g. furniture), you must consider shipping costs for returns that are charged by various (pick-up) and delivery services. These costs are estimated at a maximum of approximately EUR250.00. The costs for returning goods (via regular mail or otherwise) are entirely at your own expense.

Note: if you return the products before indicating you want to use your legal right of withdrawal, the returned package must be provided with a clear statement indicating your wish to use the right of withdrawal. Please indicate on the packaging that it is a return because of withdrawal (ex: by printing

out and attaching the European model form for withdrawal). Please provide us with the shipping receipt including the Track and Trace number if you make use of the legal right of withdrawal. **d.**

### Obligations of vidaXL in the event of withdrawal

If you withdraw from the contract, you will be refunded all payments made up to that point (for products returned using your right of withdrawal) as soon as possible and in any event no later than 14 days after you have informed vidaXL about your decision to withdraw. If vidaXL organized collection of your product, 4.99GBP per products will be deducted from the refund. vidaXL will not refund any costs incurred by you to return the products by yourself.

We may, however, delay reimbursement until we have received the product back or you have provided evidence of having sent it back, whichever comes first.

Unless otherwise expressly agreed with you, we will always refund you using the same method of payment which was used to complete the initial transaction. In any case, no costs will be charged for the execution of the refund. If you purchase was made via Klarna, you have the option to postpone payment until your return is processed by vidaXL. You can find this option in your Klarna account.

### 3. Exceptions to the legal right of withdrawal and the XLservice

The legal right of withdrawal and the XLservice do not apply to:

- Products that spoil quickly or have a limited shelf life;
- Products that are not suitable to be returned for reasons of health protection or hygiene and of which the seal has been broken after delivery (for example: cosmetics);
- Customized products or products that are clearly intended for a specific person (for example: a t-shirt printed according to your specifications);
- Audi and video recordings and computer software of which the seal has been broken after delivery (for example: a sealed DVD containing a certain film);
- Products that, after delivery, are irrecoverably mixed with other items due to their nature (for example: petrol after filling the tank);
- alcoholic beverages, the price of which has been agreed upon at the conclusion of a consumer purchase, but the delivery of which can only take place after thirty days or more, and the actual value of which is dependent on fluctuations in the market over which the trader has no influence (for example: special seasonal wines); - single newspapers, magazines or periodicals.

### 4. No legal rights of withdrawal or XLservice for products sold by vidaXL to business customers

As a business customer you are not entitled to a cooling-off period. Please refer to the business Terms and Conditions for provisions that apply to business customers.

If, as a business customer, you have made a purchase from an external seller, the Terms and Conditions used by that seller apply

## Appendix 1: Model withdrawal form

(only fill out and return this form when you want to revoke the agreement)

To :	vidaXL B.V., Mary Kingsleystraat 1, 5928SK Venlo, Limburg, the Netherlands, <a href="mailto:webservice@vidaxl.co.uk">webservice@vidaxl.co.uk</a>
------	--

I/we\* hereby inform you that I/we\* want to withdraw from the agreement concerning the sale of the following product(s):

[indication of product(s)]: .....

Ordered on\*/received on\* [date of receipt for products]: .....

Consumer's name: .....

Consumer's address: .....

Signature (only applicable when this form is submitted on paper): ..... \*

delete as appropriate

---