

wovar

Return Policy

Not satisfied with the product? You have the option to return the product within 100 days of receipt. To do this, follow the steps below.

Register

- Complete the return form (see next page) completely. Indicate which products you are returning. This way we know which products it concerns upon arrival. Please enclose the warehouse receipt, if you still have it.

Packaging

- Place the products in original condition and packaging in a box;
- Place the completed return form (see next page) in the box;
- Stick the return label below clearly on the box or write the return address of Wovar on the box yourself.

Sending

- Hand in the package at the post office. It makes no difference which shipping company you use since you have to pay the return costs yourself;
- Keep your proof of shipment safe.

Physical Returns to Groningen

Do you live near Groningen and want to bring the return package to us yourself? You can! View the opening hours of our store at <https://www.wovar.com/contact/> and bring your package to us.

Payment Refund

When do we pay back?

We will transfer the costs incurred by you (purchase costs) to you within 14 days after cancellation. If you return all products from your order, you will also be reimbursed for the original shipping costs.

What do you get back?

If the products have been returned in the correct condition, you will receive a full return for the purchase costs and the original shipping costs. In the case of a partial return, you will receive a refund of the purchase costs of the returned products.

Discount code with value of the purchase costs + 5%

Read the last page to find the terms and conditions.

Where do I receive the refunded amount?

We will refund the amount in the same way as you paid. If it cannot be returned this way, we will contact you.

Costs for sending back

The costs for the return shipment are for your own account.

CAUTION! Are you returning a product because it was damaged or delivered incorrectly? Then please contact us before returning. This can be done by email to info@wovar.nl or by calling +3150 211 3434. Thank you.

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Return Form

Please send this completed form along with the return shipment. Do you still have the original warehouse packing list at hand? Then please send it back as well. Thank you.

Information:

Order number:	Name:
Customer number:	Date of Return:

Reason for return:

<input type="radio"/> Malfunctioning/damaged product	<input type="radio"/> Cheaper elsewhere
<input type="radio"/> Ordered too much	<input type="radio"/> Delivery time
<input type="radio"/> Wrong item	<input type="radio"/> Did not meet expectations
<input type="radio"/> Quality of the product	<input type="radio"/> Ordered incorrectly
<input type="radio"/> Other, mainly:	

Returned items:

Amount	Item number	Description

Additional information:

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Preferred course of action:

<input type="radio"/> Refund of the purchase costs	<input type="radio"/> Discount code (purchase costs + 5%)
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Return Address

The return address where you can send your package is:

Wovar BV
Afdeling Retouren
Narvikweg 4
9723 TV, Groningen

Tip: cut out the label below and stick it on the box. **Please note:** this is not a return label, so you still have to pay shipping costs when dropping the package off at the post office.

Wovar B.V.
Afdeling Retouren
Narvikweg 4
9723TV Groningen

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Discount code with the value of the purchase costs + 5%

How does it work?

On the second page of this document (the return form), choose 'Discount code' under 'Preferred course of action'. After processing your return, we will send you an email with a discount code that has the value of the purchase costs of the returned products + 5%. For example, you returned gate hardware that you bought for €100,- and you chose to receive a discount code. After processing your return, you will receive an email including a discount code with a value of €105,- that can be used for a future order at Wovar.

Please note: If you selected to receive a discount code, complete this form and include it in your return package.

Terms and conditions

- The option 'Discount code' is only for private customers, not for business clients.
- The option 'Discount code' is not valid in combination with a VAT number.
- The value of the discount code consists of the original purchase costs including VAT of the returned products + 5%. The discount will be on the subtotal including VAT.
- The option 'Discount code' can only be used when the products have been bought in our webshop and not when products were bought in our physical store.
- The discount code can only be used once in our webshop. The total amount of the discount code cannot be spread out over multiple orders.
- From the date that you receive the discount code, the code is valid for 1 year.
- If the discount code was not used within 1 year for a new order and subsequently expires, you will not receive a new discount code.
- If you returned products and chose the option 'Discount code', then ordered new products using the discount code that you then want to return using the option 'Refund of the purchase costs', you will receive a refund of the original purchase costs without the extra 5%.
- After receiving the email with the discount code, it is no longer possible to change your preference to 'Refund of the purchase costs'.

I have read and agree with the terms and conditions of the return policy:

Date:

Name:

Signature:
