

## Exchange and return

Our aim is that you are satisfied with everything you buy from XDB ART. If an article unfortunately does not meet expectations, you can always contact [info@xdb-art.com](mailto:info@xdb-art.com).

### Step 1

If you as a consumer are not satisfied with your order via our webshop, the consumer can indicate within 14 days of receipt of the item(s) that he/she wishes to return the item(s). After this period we can NOT accept your return for any reason. Register your return via [info@xdb-art.com](mailto:info@xdb-art.com), stating the order number. The costs and the risk of the return shipment are borne by the customer. So don't forget to frank the registered return shipment in advance and enclose a copy of the invoice with the reason for the return.

Returns and exchanges are only accepted if our regulations are adhered to.

- The products must be used in unused condition and in the original packaging.
- We cannot take back damaged items
- Discounted items may not be returned
- Return shipping costs are for the sender

### Step 2

Returns and exchanges can be delivered on location or sent back to:

Stek 5B  
3371 KG Hardinxveld-Giessendam

Keep your Track & Trace safe until we have processed your return.

### Step 3

After the return shipment has been received by us, you will receive the purchase amount on your account within a few working days. XDB ART reserves the right to refuse return and exchange shipments if it is suspected that the above conditions have not been followed.

- After receiving your return, the refund will be transferred to you within 5 working days. NB! Saturday and Sunday are not working days.
- When the money is in your account depends on the speed of the banks themselves.