

Returns form

How unfortunate that your product (possibly) shows a defect. Of course we will do everything we can to solve this problem. We would like to draw your attention to the following points;

FAQ

Too bad that the problem could not be solved with the help of our FAQ. If you haven't looked at this yet, we would like to ask you to go through it at www.nikki.amsterdam/en/faq . In some cases you can already solve the problem yourself and it is not necessary to send your product to us. This saves time and money and you can continue to enjoy your purchase.

Returns form

Please add this completed form to the shipment. Shipments with the completed form added will have priority over service handling. We will do our best to return your product to you within one week of receipt.

Costs

Of course we will pay for the shipping and repair*. However, we would like to point out that we may charge you if the product is returned incomplete (without charger) or if the product does not show a defect. The costs for this are €15,- per product.

Name/Company name:
Return address:
Zip code: Place:.....
Phone number:
E-mail adress:
Date of complaint:
Date of purchase:
(Please enclose a copy of your proof of purchase)

Problem description
.....
.....

Please tick the following box:

- I've been through the FAQ
- I have added the completed form to the shipment
- I also added the charger to the shipment
- I have sent you a copy of the proof of purchase

**If the product was purchased more than 2 years ago, costs may be charged.*

This section is completed by our service department

Date of receipt:
Treated by:
Received full return:
 Yes
 No Missing parts

Date of repair:
Remarks:

1. Warranty

1.1 Nikki.Amsterdam does not offer a more extensive guarantee on delivered items than the guarantee (terms and conditions) of the manufacturer of these items, without, however, affecting the rights of the client/buyer arising from mandatory legal provisions.

1.2 However, Nikki.Amsterdam is never responsible for the ultimate suitability of the items for the (every) individual application by the client/buyer, nor for any advice with regard to the use or application of the items.

1.3 The client/buyer is obliged to inspect the delivered goods immediately upon receipt. If it turns out that the delivered item is incorrect, faulty or incomplete, the client/buyer (before proceeding to return it to Nikki.Amsterdam) must immediately report these defects in writing to Nikki.Amsterdam. Any defects or incorrectly delivered goods must and can be reported to Nikki.Amsterdam in writing by the client/buyer, who is an entrepreneur, no later than eight (8) days after delivery. Any defects or incorrectly delivered goods must and can be reported to Nikki.Amsterdam in writing by the client/buyer, being a consumer, no later than two (2) months after delivery. The items must be returned in their original packaging (including accessories and associated documentation) and in a new condition. Commissioning after detection of defects, damage caused after detection of defects, as well as encumbrance and/or reselling after detection of defects, will render this right to complain and return completely null and void.

1.4 If complaints from the client/buyer are found to be justified by Nikki.Amsterdam, Nikki.Amsterdam will, at its discretion, either replace the delivered items free of charge or make a written arrangement with the client/buyer about the compensation, on the understanding that Nikki.Amsterdam's liability is limited in accordance with the provisions of Article 14.

1.5 This guarantee does not apply: A) if and as long as the client/buyer is in default vis-à-vis Nikki.Amsterdam; B) the client/purchaser has repaired and/or processed the delivered items himself or has had them repaired and/or edited by third parties; C) the delivered items have been exposed to abnormal circumstances or have otherwise been handled carelessly or in conflict with Nikki's instructions.) the defect is wholly or partly the result of regulations that the government has set or will set with regard to the nature or the quality of the materials used.

1.6 Nikki.Amsterdam is not responsible for damage resulting from the use of accessories other than those supplied by Nikki.Amsterdam (such as chargers, etc.).