

Return Policy

1. Consideration time

When you make an online purchase from us, you have a reflection period of 30 days after receipt of your order. This means that you have **30 days*** to return the goods or register with us. To exercise this right, please contact us at service@nikki.amsterdam. We will then send you a link so that you can print out a return label. The 30 days will start at the moment you receive the package. If you have ordered more than one item, the period starts on the day you received your last item.

During the reflection period of 30 days you may **view the product and possibly try it**, as you could do in a physical store. When viewing/installing the product must remain **undamaged**. If it is necessary to assemble an article in order to evaluate it, make sure you do not use more than necessary. **Be careful with the packaging material and products**. The original packaging should, if reasonably possible, be undamaged.

**The trial period and the 30 days right of return only apply to consumer orders. Companies are not entitled to this.*

2. Resume

- Reflection period 30 days, return within this period.
- Product returned in original and undamaged condition
- Product return in undamaged packaging (if possible)
- Return costs will be deducted from the refund

3. Return due to defect

Of course we don't need to know the reason for your return. However, in case of a defect we would like to hear it. We guarantee a **good quality** of our products and **good service**. Nevertheless, it happens occasionally that the product shows defects. In a few cases you can easily solve the problem yourself and there is no defect but an extra explanation can solve the problem. For this reason, always read our FAQ first. If the product does not work properly, *please mail to service@nikki.amsterdam*. We are happy to help you solve the problem!

In the event of a defect, we will reimburse the cost of the return. If you want to return the product for another reason, we will settle this with the refund. We will ensure that the money is refunded within 48 days of receipt.

4. Warranty

4.1 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.

4.2 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.

4.3 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.

4.4 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.

4.5 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.

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