

## 1. Defective product

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;

### a. 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](http://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.

### b. Defective product

In case of a defect within the warranty period of 2 years, we will of course remedy this free of charge. In this case please send an email to [service@nikki.amsterdam](mailto:service@nikki.amsterdam). For a more detailed explanation see our general terms and conditions.

## 2. Unsatisfied

We apply a return period of 30 days. 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 to evaluate it, make sure that you do not use it more if necessary. A point of attention; be careful with the packaging material and the products. The original packaging should, if reasonably possible, be undamaged.

### a. Return costs

After receipt of your product we will immediately refund the amount paid. We will not charge any costs for your return. We would like to receive the product back undamaged. If we find any damage, we may charge a fee\*.

### b. Returning the package

Please return the product in the undamaged original packaging (if possible). You can return the product via 'sign up return' in our footer and print a return label there.

### \* Excluded

*The trial period and the 30 days right of return only applies to consumer orders, companies can NOT claim this.*

## 7. Warranty

7.1 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.

7.2 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.

7.3 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.

7.4 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.

7.5 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.

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