



## Return form

We are sorry that your order did not meet your expectations.

We are not satisfied until you are!

Below you will find the instructions for returning an order.

Step 1: Place the products you wish to return in a sturdy box.

Step 2: Attach this return form.

Step 3: Send the package to the following address (return is at your own expense)

If it was the wrong product (this is of course at our expense)

We will then provide a return label if possible

**Airsoft Store**  
**Legeweg 135/2**  
**8020 Oostkamp**  
**Belgium**

<b>Name</b>	
<b>Order number</b>	
<b>Order date</b>	
<b>Reception Date</b>	
<b>Tracking Code</b>	

Ich werde folgende Produkte zurückgeben:

<b>Description</b>	<b>Artikel number</b>	<b>Quantity</b>	<b>Size</b>

Be sure to send an email with your message to [helpdesk@airsoftstore.be](mailto:helpdesk@airsoftstore.be).

**More information**

**9 a. Right of withdrawal / right to cancel (only valid on online orders, not on purchases in physical stores) (not for companies / legal entities)**

The customer has the right to inform Airsoft Store to renounce the purchase, without penalty and without giving reasons, within 14 calendar days from the day following the day of the sales contract. The end of the contract can only be reached if NO action has been taken by the seller (any action related to this order). If an action has already been taken by the seller, the only applicable legal action is "Right of return/withdrawal".

**Right of withdrawal**

The customer has the right to inform Airsoft Store to cancel the purchase (online purchases only), without payment of a fine and without stating a reason within 14 calendar days from the day following the delivery of the item. Refunding the order can only happen when the goods are back in the possession of the Airsoft Store (goods returned to an Airsoft Store point) The right of withdrawal does not apply to legal entities or to products purchased by a natural person for professional use (online & offline). To exercise the right of withdrawal, you must inform us of your decision to withdraw from the contract by an unequivocal statement. The burden of proof regarding the exercise of the right of withdrawal lies with the customer. Packages may only be opened if the product is not visible without opening it. Not everything must be visible, the inside of a product is not a requirement. Example here is a grip or gearbox. Products whose specifications, features and nature are completely clear from the information on the packaging may not be opened. Make, type, nature, model and color are the characteristics that are required. The customer is liable for the depreciation. If the depreciation of the products is more than 15%, they are not covered by the right of withdrawal. The criteria for depreciation are resaleability in new or good condition. Checking the operation and if it does not work does not fall under the right of withdrawal but under non-conformity and this only when a product has a standalone function. So not being compatible with other brands does not mean it is not conform. Operational checking is ONLY permitted if the product is not to be installed in a replica that would result in damage. For example, paint missing and scratches are damaged goods and are not covered by the right of withdrawal. That is why Airsoft Store has a technical service to have this carried out. You do pay for this, but if an item is not compatible with another, the customer will be communicated to adjust it if necessary. The purchase costs for the initial product will be waived, only the installed product will be charged.

The right of withdrawal only applies to products to which the accessories, instructions for use, invoice and proof of purchase are included.

Products that would not be in this condition upon receipt by Airsoft Store will remain available to the customer. The period of availability is 1 month, after which Airsoft Store becomes the owner of the product. In the event of exercising the right of withdrawal, the customer will return or return the products to Airsoft Store by all means and at his own risk and expense. Shipments "postage paid by the recipient" and "cash on delivery" will be refused. Purchases that are returned and the purchase amount falls under the applicable "free shipping" rule will still be charged according to the applicable shipping rates. For large-sized products, Airsoft Store can collect the products at the customer's express request. To this end, the amount of EUR 50 transport costs will be invoiced to the customer. The customer can also deliver the product to the reception of an Airsoft Store store, without any costs.

The right of withdrawal does not apply to the following items:

- Installed, damaged or incomplete items;
- Articles that have a clearly personal character;
- Delivery of products that spoil quickly or have a limited shelf life;
- Items that are sealed or when product packaging has indication of being tempered with to open when seal is/has been present on this product



- Products not suitable for return for reasons of health protection or hygiene and of which the seal has been broken after delivery;
- Items that can no longer be returned due to their nature;

The customer, or the non-carrier party designated by the customer, must notify the customer within 14 calendar days from the day following the day of delivery or physical possession of the product, either by registered letter, e-mail (helpdesk@airsoftstore.be) to exercise his right of withdrawal and provided that the customer returns the products, within 14 calendar days from the day of exercising the right of withdrawal or the statement. The customer can also deliver the product to the reception of an Airsoft Store store, without any costs. In the event of multiple deliveries for one order, the 14-day withdrawal period starts from the physical possession of the last good. In the case of multiple deliveries for one order of one product, the 14-day withdrawal period starts from the physical possession of the last part of that one product. Airsoft Store reserves the right to withhold reimbursement until the product(s) have been received or the customer has provided proof that all products have been returned. In that case, Airsoft Store only accepts proof of registered mail via the shipping company and a photo of the product and a photo of the postal package. The customer will spontaneously provide the package number upon request so that this can be checked via the shipping company. Subsequently, within a period of 14 calendar days after receipt of the products, as described above, the balance will be refunded (minus depreciation as well as shipping costs if the original purchase fell within the free shipping rule and after the return the subtotal falls below the amount of "free shipping" fall.

No cash payment is made at the cash register, the refund is made to the same payment method as the original payment, Airsoft Store reserves the right at all times to deduct the amount of the depreciation of the product for which the customer is liable. of the purchase price to be repaid.

Additional costs related to delivery, if the customer has expressly agreed to a different method of delivery than the cheapest standard delivery offered by Airsoft Store, will not be refunded. If Airsoft Store suspects that this will happen in bad faith (large orders, etc.), Airsoft Store will request an advance payment that is not refundable by the customer when invoking his right of withdrawal.

For returns, the original product packaging may NOT be used as a shipping box, otherwise an administrative fee of €10 will be charged.