

Return Policy

This return policy is only valid for <https://www.theaudiospecialists.com>.

You have a reflection period of 14 days to cancel the agreement. And you can do so without having to provide a reason. That is your 'Right of Withdrawal'. The return term starts on the day you receive the item. You can return your order within the return term if:

1. The article is complete.
2. The item is in the original packaging, insofar as possible *. You may only unpack the product to the extent necessary for assessing whether you wish to keep the product. You may not use the product.
3. You cannot return the following items:
 - - Gift coupons and cards
 - - Software subscriptions/products if the seal was removed after delivery.

The purchaser is responsible for the return costs.

* If any value reduction occurs because you have used the item in a different way than you would do in a shop, we may pass the depreciation costs onto you.

Refunds

We will pay your refund after we have processed your return shipment. We usually process returns within 5 working days of receipt. We pay returns using the same payment method as you used to settle payment of your purchase. If you paid with a voucher, we do not pay out the value of the voucher. But you can get a new voucher for our Online store.

How do I return my items?

Report the item (or items) you want to return in My account. Download the return label and put it in the box. Then send the package to the address below:

The Audio Specialists Retail Returns
Stadhoudersmolenweg 196
7317 AZ Apeldoorn
The Netherlands

Returning damaged items

If the product is delivered in a damaged box, do not accept the package. If you have already accepted it, you have a maximum of 20 hours to inform The Audio Specialists Retail. Send your e-mail and if possible your photos to service@theaudiospecialists.com and we will work with you to find a suitable solution.

Always include a fully completed return form here. You can download this [here](#).

[Download Return Policy](#)