

Informate about warranty & returns

Returns

You have the right to return (part of) your order up to 14 days after receipt of your order without giving any reasons. Please note that 14 days after receipt your purchase is final.

When you return your order, you will receive the full order amount including shipping costs. Only the costs for returning the goods from your home to the webshop are for your own account. If you use your right of withdrawal, you return the product with all supplied accessories and - if reasonably possible - in the original condition and packaging to the entrepreneur. Used or damaged items cannot be returned.

To use this right of withdrawal, first contact Petsonline: info@petsonline.nl so that we can inform you about the correct address to which the article should be returned.

You can then complete the form below, kindly ship it together with the goods.

Return exceptions

Please note that there are a number of products for which this general rule does not apply:

1. Customized products where the product has been manufactured per order in accordance with the wishes of the consumer. This applies to handmade, for example, collars, leashes, pillows, beds that are made to measure.
2. Products that are clearly personal and / or hygienic in nature. For example, cat litter boxes that have been removed from the packaging, can not be returned for hygienic reasons.

On the website it is clearly stated per product whether it is a customized product.

Warranty

1. The entrepreneur guarantees that the products and / or services comply with the agreement, the specifications mentioned in the offer, to the reasonable requirements of soundness and / or usability and on the date of the creation of the agreement on existing legal provisions and / or government regulations. If agreed the entrepreneur also guarantees that the product is suitable for other than normal use.
2. A guarantor provided by the entrepreneur, manufacturer or importer does not detract from the legal rights and claims that the consumer under the agreement to the entrepreneur.

Entrepreneur's identity (please note that you always ask first about the correct address to which you return the goods as this may deviate from the office address)

Petsonline
Handelsstraat 40
9501 EV Stadskanaal
info@petsonline.nl
0599-858878
KVK 58866779

Only complete this form and return with the products if you want to revoke the agreement.

To: Petsonline.

I hereby inform you that I revoke our agreement regarding the sale of the following goods:

Ordered on:

Received on:

Order number:

Consumer name (s):

Consumer address (s):

Iban number:

Signature of consumer (s):

Date: