

Information about warranty & returns

Returns

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation you have another 14 days to return your product. You will then be credited for the full order amount including shipping costs. Only the costs for return from your home to the webshop are for your own account. If you make use of your right of withdrawal, the product will be returned to the entrepreneur with all accessories supplied and - if reasonably possible - in the original condition and packaging. To exercise this right, please use the "Returns" function via your account. If you placed your order as a guest, you can register with the same e-mail address to convert the guest account into a customer account. However, you can also choose to contact us at info@dumu.nl. In all cases, please fill in the completed return form and enclose it with the box. We will then refund the order amount due within 14 days after registration of your return, provided the product has already been returned in good order.

Warranty

We care about our products and logically do our best to deliver them to you in top condition. However, it sometimes happens that an order is broken during transport or that something else happens that allows you to make a claim under warranty. Under European law, we are liable for any defect of conformity that becomes apparent within a period of two years after delivery of the goods. You may have additional rights under Dutch law. If you discover or should discover a defect in the product, you must contact us within 14 days.

Entrepreneur identity

Kerapor BV
KNSM-Laan 303
1019 LE Amsterdam
info@dumu.nl
020 331 32 18
Chamber of Commerce number: 85793248
VAT number: NL863744102B01

Return form

(Only add this completed form in the box if you wish to revoke the agreement)

— To

Kerapor BV
KNSM-laan 303
1019 LE Amsterdam
info@dumu.nl
020 3313218

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

— Ordered on (DD-MM-YYYY):

— Order number:

— Received on (DD-MM-YYYY):

— Return reason:

— Name consumer

— Consumer address/Tel/E-mail:

- IBAN & account holder name:

— Signature of consumer (only if this form is submitted on paper)

— Date (DD-MM-YYYY):