

# Return Policy

## Return Policy for iapp.nl

At iapp.nl, we strive to provide you with high-quality products and exceptional customer service. We understand that sometimes you may need to return a product, and we want to make the return process as easy as possible for you. Please read our return policy carefully to understand your rights and responsibilities.

### 1. Returns Eligibility

You may return products purchased from iapp.nl within 14 days from the date of delivery, subject to the conditions outlined in this policy.

To be eligible for a return, the product must meet the following criteria:

- The product must be in new, unused, and undamaged condition.
- All original product packaging, labels, and accessories must be included and in their original condition.
- Products that have been used, damaged, or are missing parts will not be eligible for return.

### 2. How to Initiate a Return

To initiate a return, please follow these steps:

a. Contact our Customer Support: Contact our Customer Support team via e-mail: [info@iapp.nl](mailto:info@iapp.nl) to inform them of your intention to return the product. Please provide your order number, the name of the product you wish to return, and the reason for the return.

b. Return Authorization: Once your return request is approved, we will provide you with a Return Authorization Number (RAN) and further instructions on how to return the product.

### 3. Return Shipping

Customers are responsible for shipping the product back to iapp.nl. When returning a product, please ensure it is securely packaged to prevent any damage during transit. We recommend using a trackable shipping method to guarantee the return arrives at our facilities.

### 4. Refund Process

Upon receiving the returned product, we will inspect it to ensure it meets our return eligibility criteria. If the product is in acceptable condition, we will process your refund. Refunds will be issued using the same payment method used for the original purchase.

Please allow up to 5 working days from the time we receive the product for the refund to be processed. The refund amount will exclude any original shipping charges unless the return is due to an error on our part.

## **5. Non-Returnable Items**

The following items are non-returnable:

- Customized or personalized products
- Downloadable software or digital content
- Products that have been used, damaged, or are missing parts

## **6. Exchanges**

We currently do not offer direct exchanges. If you wish to exchange a product, please follow the return process, and then place a new order for the replacement item.

## **7. Restocking Fee**

iapp.nl may charge a restocking fee for returned items, particularly if the product is not returned in its original condition, or if it has been used or damaged. The restocking fee will be deducted from your refund.

## **8. Contact Information**

If you have any questions or need assistance with our return policy, please contact our Customer Support team at [info@iapp.nl](mailto:info@iapp.nl).

Please note that this return policy may be subject to change at our discretion, so we recommend checking our website or contacting Customer Support for the most up-to-date information.

By making a purchase on iapp.nl, you acknowledge and agree to the terms and conditions of this return policy.

Roger Roumen - Managing Director  
iapp.nl