

Returns

- When can I return products

By law, you have 14 days to return the products. These 14 days start on the day you receive the products. You should as soon as possible, but no later than 14 days after receiving the products return said products. This is free provided that the products are returned in the original packaging and there are no installation and use traces.

- How can you return products

If for any reason, you are dissatisfied with our delivered products, we ask you to fill out our return form and send it to: info@ledelux.nl. We will contact you as soon as possible.

- When will I receive my money back if I return something?

The purchase amount will be refunded as soon as possible, but no later than 14 days after the return or withdrawal by Led-e-Lux Supply BV.

- What is the right of withdrawal?

The right of withdrawal (also called return right) is a legally defined cooling off period, where you, as a consumer, have 14 days to view an article and without giving any reason return the product.

- How do I make use of the right of withdrawal?

You can, up to 14 days after delivery of your order, without giving any reason, in textual form (by post or e-mail) or by returning the article, exercise your right of withdrawal. For this you can simply use the withdrawal form. However, the use of the withdrawal form is not mandatory. If you choose to return an item, please ensure that you keep the item in its - as far as reasonably possible - in its original condition and packaging.

Return Address:
Led-e-Lux supply BV. – Attn. Returns Handling
Houtsestraat 33
5706LR Helmond
Nederlands