

Right of withdrawal

You are entitled to cancel your order up to 14 days after receipt without notice. After the cancellation of your order you will have 14 days left to return your product. You will then be credited with the full order amount including shipping. Only the costs for returning from home to the webshop are at your own expense. These costs are around 7,25 per package, check your carrier's website for exact rates. If you make use of your right of withdrawal, the product will be returned to the vendor in the original condition and packaging with all supplied accessories and - if reasonably possible. To use this right, you can contact us at support@noexcuseenergy.com. We will then refund the due amount within 14 days after your return has been returned, provided that the product has already been returned in good order.

Warrenty

We care about our products and logically do our best to deliver them to you in top condition. Nevertheless, an order can be broken during transport or something else might happen that entitles you to warranty. Legally speaking, you are obliged to report to us within two months of finding the defect. If the defect is within the warranty, we will repair the product or find a replacement for the product free of charge.

Complaints

There is a possibility that something might happen which is not according to plan. We recommend that you first disclose any complaints by mailing us at support@noexcuseenergy.com. If this does not lead to a solution, it is possible to register your dispute for mediation via the Foundation ValuedShops/WebwinkelKeur (this applies for Dutch and/or Belgian customers only). As of February 15, 2016, it is also possible for consumers in the EU to report complaints through the European Commission's ODR platform. The ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not yet handled elsewhere, you are free to file your complaint through the European Union platform.