

ESN-VUuniverse Refund Policy

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Returns & Cancellations

You have the right to withdraw from an order, without giving any reason, within 14 days.

You can cancel or return your order within 14 days after the day you have physically received an item, or you have accepted our service offer.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

If you want to cancel a service offer, please contact mail@esn-vuniverse.nl

To complete your return or cancellation, we require a receipt or proof of purchase. The burden of proof of the purchase is carried by the buyer.



Refunds (if applicable)

Once your return or cancellation is received and inspected or examined, we will send you an email to notify you that we have received your returned item or cancellation. We will also notify you of the approval or rejection of your refund.

If your refund is approved, then your refund will be processed within 30 days, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at mail@esn-vuniverse.nl.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at mail@esn-vuniverse.nl and send your item to: ESN-VUUniverse, De Boelelaan 1105 OD-wing, 1081 HV Amsterdam, THE NETHERLANDS

Shipping

Before returning your order, please contact mail@esn-vuniverse.nl to notify us that you will return the item you have received.

To return your product, you should mail your product to: ESN-VUUniverse, De Boelelaan 1105 OD-wing, 1081 HV Amsterdam, THE NETHERLANDS

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an expensive item, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Update: August 2014

