



Return Form

The Customer has a right of withdrawal in accordance with Article VI.47 of the Economic Law Code. On the basis of this right of withdrawal, the Customer may abandon the Contract within fourteen (14) calendar days. The Customer shall not be required to pay any compensation or to provide any reasons for exercising this right of withdrawal. This withdrawal period will expire 14 calendar days after the day on which the Customer or a third party appointed by the Customer, who is not the carrier, takes physical possession of the Products, or the day on which the Customer or a third party appointed by the Customer, who is not the carrier, takes physical possession of the last good (if the Customer has ordered several Products in the same order, which will be delivered separately).

The Customer must inform NV van Ratingen in writing (by post or e-mail) and in due time of the exercise of this right of withdrawal. The Customer may also use the attached model withdrawal form for this purpose, but is not obliged to do so.

MODEL FORM FOR WITHDRAWAL

Complete and return this form only if you wish to withdraw from the purchase

Do you wish to withdraw from the purchase?

Please send it back together with this withdrawal form + copy of the invoice to:

J. van Ratingen nv – Stadsheide 11, B-3500 HASSELT

We hereby give notice that we are withdrawing our agreement on the purchase of the following goods:

Article Number:

Product Name:

Quantity:

Invoice number:

Ordered on:

Received on:

Customer details to be completed:

Name:

Street + number:

Postal code + Place:

Telephone number:

E-mail:

Bank account number for refund purposes – IBAN:..... BIC

Signature and date

RETURN to NV van RATINGEN, Industriezone Kiewit, Stadsheide, 11, 3500 Hasselt,”

The notification may also be made by other means. Notification by the Customer of the exercise of the right of withdrawal shall be regarded as being in due time if it is sent before the expiry of the withdrawal period

If the right of withdrawal is exercised correctly, NV van Ratingen will refund the Customer promptly, and no later than fourteen (14) calendar days after the day on which NV van Ratingen received the product back. The Customer will be repaid with the same means of payment as was used in the original transaction, unless the Customer has expressly agreed otherwise. No costs will be charged for this refund. Delivery costs will also be refunded, except if the Customer has opted for a delivery other than the standard delivery. In that case, the difference in costs between the standard delivery and the different delivery will not be refunded. The Customer must contact the customer service department of NV van Ratingen as soon as possible in order to return the purchase. (see point 3.1) This return must take place at the latest within a period of fourteen (14) calendar days following the notification of the decision to exercise the right of withdrawal.

The Customer shall bear the risks and costs associated with the return of the Products (Price indication via Bpost: Belgium and Luxembourg: 15-20 €, the Netherlands and Germany: 20-25 €). The Customer must keep proof of the return of the Products.

NV van Ratingen cannot legally take back Products if no attached document allows the sender to be identified (order details, name, address). The Products which cannot legally be returned will remain available to the Customer at NV van Ratingen. The Customer is obliged to take back and pay for the Products.

The direct costs of returning the Products shall be borne by the Customer. NV van Ratingen has the right to wait with the reimbursement until it has received all the Products back.

Only undamaged Products, in their original packaging, can be taken back and will be refunded. If the Products are damaged or unusable as a result of use that goes beyond what was necessary to determine the nature, characteristics and functioning of the Products, the Customer will be responsible for this. Van Ratingen shall be entitled to charge this reduction in value pro rata to the refund. As a customer, in order to judge whether a product meets your requirements, you may do what you would do in a shop to decide.

If the Products are unsellable as a result, the Customer will be responsible for this. In such a case NV van Ratingen is entitled to charge 100% depreciation.

In the case of abnormal returns or abuse, NV Van Ratingen reserves the right to refuse future orders.

If the Customer does not comply with the above conditions, the use of the right of withdrawal shall be unlawful. In this case, the Products will remain at the Customer's disposal in our warehouses.