

UNITED ARAB EMIRATES RETURN PROCESS

RETURN OPTIONS

When purchasing from vidaXL on vidaXL.ae, you, as a consumer, benefit from a statutory right to change your mind as well as a voluntary right of withdrawal, the XLservice (terms and conditions of which are provided herein and must be agreed with prior to using the XLservice). We have highlighted both processes in the below table and additional information can be found hereinafter.

Basis for return	Cooling-off period	Refund of the item price paid	Costs of returning the product deducted from the refund	When to contact vidaXL	Who will organize the return of the product
XLservice	14 days from receipt	YES	EAD 44.99 per product	Within 14 days of receipt	vidaXL

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1. XLservice

a. General information

Most products sold by vidaXL can be returned up to 14 calendar days after receiving them. This cooling off period does not apply to all products and more information on excluded categories of products can be found in the section “exceptions to the legal right of withdrawal and XLservice”.

The cooling-off period expires 14 days after the day on which you, or a third party designated by you other than the carrier, received the product.

Please note: the XLservice only applies if you have made the purchase as a consumer.

b. Your obligations when using the XLservice

During the cooling-off period, you may only view and evaluate the item as you would in a physical store. If, during the cooling-off period, you have gone beyond what is necessary to establish the nature and characteristics of the item, you are responsible for any loss of value resulting therefrom, and vidaXL is entitled to set off this loss of value against the amounts that you should be refunded. It is therefore important that you treat the product carefully during the cooling-off period.

We also ask that you always return the products in their original packaging.

c. How to use the XLservice

To make use of the XLservice, you need to inform vidaXL of your decision to return the product before the cooling-off period (14 calendar days) expires. You can make this known in different ways:

1. Via our webchat;
2. Via our Webform;
3. Via email

In all cases, please provide as much information as possible so that we can handle your request directly:

- SKU (product reference visible on the carton/product page) of item you want to return
- The reason for which you want to return the item
- Information if the item is in the original box, if not, please provide the dimensions of the box the item has been repacked in. Please keep in mind that all returned items must be disassembled
- If you discovered any damages and this is the main reason for the return request, we will appreciate if you could provide us with pictures of the damages. These photos will help us identify the cause of the problem and prevent this from happening again in the future.

After you have indicated that you want to use the XLservice, we will send you an email confirmation.

d. Returning my product

Upon receipt of your request to return your product making use of the XLservice and provided your request meets the requirements set herein, vidaXL will organize the return of your product either:

- By drop-off at a parcel shop; or
- By collection of the product by a carrier.

vidaXL will provide with all relevant information regarding the XLservice return method applicable to your situation.

e. Costs related to the XLService and Refund

When making use of the XLService, a fee of EAD 44.99 per product returned will be charged. This fee will be deducted from your refund.

After deducting EAD 44.99 per product, you will be refunded all payments made up to that point (limited to the product returned through the XLService) as soon as possible.

However, vidaXL may delay reimbursement until we have received the product back or you have provided evidence of having sent it back, whichever comes first.

Unless expressly agreed otherwise together, we will always refund you using the same method of payment used to complete the initial transaction. In any case, no costs will be charged for the execution of the refund.

2. Exceptions to the legal right of withdrawal and the XLservice

The legal right of withdrawal and the XLservice do not apply to:

- Products that spoil quickly or have a limited shelf life;
- Products that are not suitable to be returned for reasons of health protection or hygiene and of which the seal has been broken after delivery (for example: cosmetics);
- Customized products or products that are clearly intended for a specific person (for example: a t-shirt printed according to your specifications);
- Products that, after delivery, are irrecoverably mixed with other items due to their nature (for example: petrol after filling the tank);
- Defects in the product caused by the customer.

3. No change of mind for business customers

As a business customer you are not entitled to a cooling-off period. Please refer to the business Terms and Conditions for provisions that apply to business customers.