



Cheffix is a brand of Dena Textile Productions B.V.

dena.nl

Return conditions

This translation is provided for information only. Only the Dutch version is legally binding.

Return policy

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire 14 days after the day on which you, or a third party other than the carrier and indicated by you, acquire physical possession of the last good.

To exercise the right of withdrawal, you must inform us (Dena Textile Productions B.V., Frankeneng 24, 6716 AA Ede, the Netherlands, info@dena.nl, phone number: +31 (0)318 588 595) of your decision to withdraw from this contract by an unambiguous statement (for example a letter sent by post, fax or e-mail). You may use the attached model withdrawal form for this, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your notice concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we will refund the value of the returned items to you. We will not refund the shipping costs you paid with your order, and we will deduct the costs of returning the goods from your refund. What this means together is set out below under "What you get back". We may in addition deduct an amount if the product has diminished in value as a result of handling that was not necessary to establish the nature, characteristics and functioning of the product.

The refund will take place without undue delay and at the latest:

- 14 days after the day on which we received the goods back, or
- (if earlier) 14 days after the day on which you provided evidence that you had sent back the goods, or
- if no goods were delivered, 14 days after the day on which we were informed of your decision to withdraw from the contract.

We will carry out the refund using the same means of payment you used for the original transaction, unless you have expressly agreed otherwise. In any event, no fees will be charged for the refund.

We may withhold the refund until we have received the goods back or until you have provided evidence that the goods have been sent back, whichever occurs first.

You must send back the goods to us or hand them over without undue delay and in any event not later than 14 days after the day on which you inform us of the withdrawal. The deadline is met if you send back the goods before the period of 14 days has expired.

You bear the direct costs of returning the goods yourself. These amount to €8.05 per parcel. We deduct this amount from your refund. This only applies to a return without giving any reason; if the cause lies with us, we pay, see below.

You are only liable for any diminished value of the goods if this results from handling of the goods beyond what is necessary to establish their nature, characteristics and functioning.

What you get back

We settle over the ITEMS, not over the total amount of your order. Two things are therefore deducted:

- the shipping costs you paid with your order: we do not refund those;
- the return costs of €8.05 per parcel: we deduct those from the value of the items you return.

An example. You order €30.00 worth of items and also pay €21.32 in shipping costs, together €51.32. If you return everything, the item value of €30.00 remains, €8.05 in return costs is deducted from that, and you receive €21.95 back.

If you return only part of your order, it works the same way for that part: the value of the returned items, minus €8.05 per parcel.

If the cause lies with us, this does not apply and you get everything back. See the next section.

If the cause lies with us, we pay (after approval)

If an item is defective, damaged, incomplete or incorrectly delivered, or otherwise does not conform to the agreement, that is our fault and the costs are for our account. In that case you pay no return costs: we will send you a return label or reimburse the shipping costs you incurred yourself. The deduction of €8.05 per parcel does not apply here, and you also get back the shipping costs of your order.

We do assess such a report first, and that assessment is the reason we ask for evidence. Report the item in the return portal and select "received damaged" or "defective" there. You briefly explain what is wrong and send at least one photo; that is mandatory for these two reasons, because without an image we cannot establish in advance what is going on. As soon as we have approved your report, the return is free of charge for you.

If it turns out on receipt that the item is not defective or damaged, for example because the damage resulted from use, then it is an ordinary return: the return costs of €8.05 per parcel then still apply and we will settle those against your refund. We will let you know this before we settle.

We will repair the item, replace it or refund it. If you are a consumer, you choose between repair and replacement, unless the option you choose is impossible or disproportionately expensive for us (Article 7:21 of the Dutch Civil Code, Burgerlijk Wetboek). If we refund, you get back the full purchase amount including the original shipping costs. These rights apply alongside your right of withdrawal and are not bound to the 14 day period.

This rule also applies to the business buyer: if the shortcoming is attributable to us, we bear the costs of returning the goods and of repair or replacement. The business buyer reports the shortcoming within the periods set out in the general terms and conditions.

If you cannot find your way in the return portal, report it via info@dena.nl or by phone via +31 (0)318 588 595, with photos of the item, the label and the packaging. Do not send anything back before we have sent you a return label or instructions; that way we know the costs are meant to land with us.

Colour deviations

Colours on a screen differ from reality, and the colour may differ slightly between production batches. On a repeat order, the colour may deviate by up to approximately 4 to 5% from an earlier delivery. Such a minor deviation is a normal

production tolerance and not a defect; Articles 20 and 21 of the general terms and conditions describe this. Returning the item is then not free of charge.

If you are a consumer, this changes nothing about your right of withdrawal: you can withdraw within 14 days without giving any reason, even if the reason is that the colour disappoints you. In that case the ordinary return costs of €8.05 per parcel apply. If the deviation is so great that you could reasonably have expected something different, it is indeed a defect and we pay.

Not sure about a colour? Ask us in advance for a physical colour swatch via info@dena.nl. That costs nothing and prevents a return.

Exceptions to the right of withdrawal

The right of withdrawal does not apply to a consumer sale relating to the supply of:

- Products manufactured according to the consumer's specifications, which are not prefabricated and which are made on the basis of an individual choice or decision of the consumer, or which are clearly intended for a specific person.

If the consumer exercises his right of withdrawal, he must return the unused and undamaged product with all accessories supplied and, if reasonably possible, in the original shipping packaging to the seller, in accordance with the reasonable and clear instructions provided by the trader.

Model withdrawal form

You only need to complete and return this form if you wish to withdraw from the agreement. Using it is not obligatory: an unambiguous statement by e-mail is also sufficient, and via the "Withdraw" button on our website it takes just a few steps. We confirm receipt of your withdrawal without delay.

- To: Dena Textile Productions B.V., Frankeneng 24, 6716 AA Ede, the Netherlands, info@dena.nl, phone +31 (0)318 588 595
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*):
- Ordered on (*) / received on (*):
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only when this form is submitted on paper):
- Date:

(*) Delete whichever is not applicable.

Please note: the right of withdrawal does not apply to goods that have been made according to your specification or that are clearly intended for you personally. When ordering, we indicate per line whether that is the case and ask you to confirm this separately.