

## **Information about warranty & returns**

### **Returns**

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation you have another 14 days to return your product. You will then be credited the full order amount including shipping costs. Only the costs for return from your home to the web shop are for your own account. If you make use of your right of withdrawal, the product will be returned to the entrepreneur with all accessories supplied and - if reasonably possible - in the original condition and packaging. To exercise this right, please contact us at [support@goalzero.eu](mailto:support@goalzero.eu). We will then refund the order amount due within 14 days after registration of your return, provided the product has already been returned in good order.

### **Conditions for returns:**

- During the cooling-off period you will handle the product and the packaging with care. You will only unpack or use the product to the extent necessary to determine the nature, characteristics and functioning of the product. The basic principle here is that you may only handle and inspect the product as it would be allowed to do in a store.
- You return the product with all accessories supplied, if reasonably possible in its original condition and packaging, and in accordance with the reasonable and clear instructions provided by the entrepreneur.
- You bear the direct costs of returning the product.
- Do you suspect that this item is under warranty? In that case, do not use this form/process, but contact us via the warranty form.

### **Return exceptions**

- a. For sealed products. When the seal is broken, these products cannot be returned.
- b. that have been established by the entrepreneur in accordance with the consumer's specifications;
- c. which are clearly personal in nature;
- d. which by their nature cannot be returned;
- e. which can spoil or age quickly;
- f. the price of which is subject to fluctuations in the financial market over which the entrepreneur has no influence;
- g. for loose newspapers and magazines;
- h. for audio and video recordings and computer software of which the consumer has broken the seal.

### **Warranty:**

If a product breaks during the warranty period, you are entitled to free repair or replacement, unless you have not used the product normally. Is the repair due to, for example, user damage? Then the repair is for your own account.

If you suspect a warranty, we ask you to go through the following process:

- Contact us at [support@goalzero.eu](mailto:support@goalzero.eu) with a clear description of the complaint, so that we may be able to reset the product remotely.

- If this does not help, please contact our service partner Tech Repair B.V..

[info@techrepair.nl](mailto:info@techrepair.nl)

<https://portal.techrepair.nl/>

- We would like to receive as detailed a description of the problem as possible, so that we can replicate the problem by means of this description.

If the item is not covered by warranty, but the item can be repaired:

- We will only repair your item after you have given permission, so that you do not have unexpected costs. Before the repair is carried out, you will first receive an estimate of the costs. You can then choose:

- Is a defect not covered by the warranty? Then the repair may take a little longer. We only get started after you have given us permission, so that you do not have unexpected repair costs.

If repair is possible, the options are as follows:

- have it repaired for a fee

- return it without repair (you pay the research costs, which can be requested at [info@techrepair.nl](mailto:info@techrepair.nl))

- free recycling (not possible with all items)

### **Identity entrepreneur**

Response Benelux BV

trading under the name(s): Goal Zero

### **Business & visiting address:**

Churchillaan 11 – office 1703

3527 GV Utrecht

Phone number: +31621301017

Accessibility: office hours, from 9:00 am to 5:00 pm on weekdays.

E-mail: [support@goalzero.eu](mailto:support@goalzero.eu)

Chamber of Commerce number: 71863419

VAT identification number: NL858878835B01

**Model withdrawal form**

(only complete and return this form if you wish to withdraw from the agreement)

**To:**

Response Benelux BV

trading under the name(s): Goal Zero

**Business & visiting address:**

Churchillaan 11 – office 1703

3527 GV Utrecht

Phone number: +31621301017

Accessibility: office hours, from 9:00 AM to 5:00 PM on weekdays.

Email: [support@goalzero.eu](mailto:support@goalzero.eu)

I/We (\*) hereby give notice that I/we (\*) revoke our agreement concerning the sale of the following goods/provision of the following service (\*) /revoke (\*):

*(\*) Strike out what is not applicable.*

Ordered on (date) :

Order number :

Received on (date):

Name(s) consumer(s):

Address consumer(s) :

IBAN Account number:

Current date:

Reason for withdrawal (Optional):

Signature of consumer(s) (only if this form is submitted on paper):