

EXCHANGEABLES

Dutch Dilight does everything in its power to deliver a perfect product. If despite of that the customer is not satisfied with the order (or part of it), then he/she can exchange it free of charge within 14 days after delivery.

This is only possible if the client notify Dutch Dilight by e-mail at info@dutchdilight.com beforehand with the reason of return.

After receiving the exchangeable Dutch Dilight will transfer the amount (excluding the postal charges) on the client bank account.

The products must be unused, undamaged and still in the original package. The return shipment has to be sufficiently stamped. If insufficiently stamped, we reserve the right to charge the customer the extra postal charges. If the products are used or damaged, we reserve the right to deduct an amount from the refund.

In case the customer has (partially) received a wrong order, then Dutch Dilight will make sure that the proper items will be send. If the products are damaged, when receiving them, the customer has to inform Dutch Dilight within two weeks.