

Return process

Returns to the Seller are always free of charge and Consumer does not have to provide a reason for the return. Consumer has the right to return the Products within fourteen (14) calendar days from the shipment date. The Consumer shall bear the shipping costs of returns.

In order to validly return the ordered Products, the Consumer must send a notification concerning the return before the expiry of specified timeframe to sales@tirette.com.

All returns are quality checked by the Seller upon receipt. Products should be returned in a new and unused condition with labels attached and wherever possible sent back in the original packaging. The Consumer is only liable for the depreciation of the Products resulting from the use of the Products that goes beyond what is necessary to determine the nature, characteristics and functioning of the Products.

The Seller reserves the right to refuse returns if (a) they took place outside the specified timeframe (b) if the Products are not in the same condition in which they were sent or (c) if they do not comply with these return conditions.

The Seller may withhold reimbursement until it has received the Products, or until the Consumer has supplied evidence of having sent them back.