

Returns

Reflection time/return

It may happen that you want to return an order. Perhaps because you do not like the product or perhaps there is another reason why you would not want the order. Whatever the reason, 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 info@ad-biking.com. We will then refund the order amount due within 14 days after registration of your return, provided that the product has already been returned in good order.

If the product is damaged or the packaging is damaged more than is necessary to try the product, we can pass on this depreciation of the product to you. So, treat the product with care and make sure that it is well packaged when returning.

Exchange product?

Do you want to exchange your product? That's no problem. You can contact info@ad-biking.com for this. You do, however, bear the costs for returning the product.”

I have provided a wrong delivery address!

Accidentally entered a wrong delivery address? Please contact us as soon as possible. We will then try to change the order for you.

Reflection time

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Exception customization

“Customized products that you buy through this web store are made to measure according to the specification you entered. The right of withdrawal therefore does not apply. The sale is final after successful payment.”

Warranty & Complaints

Guarantee

We care about our products and logically do our best to deliver them to you in top condition. However, it sometimes happens that an order is broken during transport or that something else happens that allows you to make a claim under warranty. Under European law, we are liable for any lack of conformity that becomes apparent within a period of two years after delivery of the goods. You may have additional rights under Dutch law.

If you discover or should discover a defect in the product, you must contact us within a reasonable time. A reasonable term is in any case two months. Under certain circumstances, a term of more than two months may also be acceptable.

If you contact us in time, we will provide a free repair or replacement.

Complaints

It can always happen that something does not go quite as planned. We recommend that you first make complaints known to us by emailing info@ad-biking.com. If this does not lead to a solution, it is possible to register your dispute via the ODR platform of the European Commission. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not yet being handled elsewhere, you are free to file your complaint via the European Union platform.

Contact

We do our utmost for you as a customer. This means that you can easily contact us. If you have any questions about any of this, you can reach us using the following information:

AD-BIKING

Phone: +31 (0) 629181868

Mail: info@ad-biking.com

The trade name of our company is: AD-Biking

Our domain name is: www.ad-biking.com

Our business address is:

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KVK: 01124192

BTW: NL002120196B52