

THE SHIPPING AND RETURN POLICY

Shipments within the Netherlands and abroad are at the expense of the recipient. Products will be shipped within 24 hours after the order has been received.

Returns

According to the law, you have 14 days after product delivery to communicate a return of an article or whole order to us and then another 14 days to actually return the article(s)/ products. This is called the right of withdrawal.

If you cancel your order in its entirety and within the legally stipulated period, notify us via e-mail, and return the entire order within the legal return period, you will get back the full purchase amount within 14 days after registration of your cancellation. We will deposit the amount to the bank account that you have previously used.

In consultation, it will be determined who is responsible for the costs of returning the product. The product must be carefully packaged. If the returned product is damaged, the damage costs are deducted from the amount to be recovered.

If you want to return an item or an entire order, you must report this by email to info@tjepkemamedicalproducts.nl.

Product Pickup

It is also possible to pick up products yourself. Time and place must always be consulted and approved by email or telephone. Payment must be made in advance by bank transfer. The person to collect the product must show a valid proof of identity.