

Return and Refund Policy

Last updated November 13, 2024

1. Returns	2
1.1 Eligibility for Returns	2
1.2 Non-Returnable Items	2
2. Return Process	2
2.1 How to Initiate a Return	2
2.2 Return Shipping	2
3. Refunds	3
3.1 Refund Method	3
3.2 Processing Time	3
4. Claims for Defective Items	3
4.1 Misprinted, Damaged, or Defective Items	3
4.2 Lost Packages	3
5. Additional Information	4
5.1 Incorrect Address	4
5.2 Unclaimed Shipments	4
5.3 Damaged in Mail	4
5.4 Quality Issues vs. Buyer's Remorse	4
6. Legal Information	4
6.1 EU Consumer Rights	4
6.2 Contact Us	5

1. Returns

1.1 Eligibility for Returns

- Items must be returned within 30 days of purchase.
- Items must be unused, unwashed, and in the same condition that you received them, with all original tags and packaging.
- Certain types of items cannot be returned, such as personalized or custom-made products, sale items, and gift cards.

1.2 Non-Returnable Items

- Custom printed or personalized items.
- Sealed goods that are not suitable for return due to health protection or hygiene reasons, if unsealed after delivery (e.g., face masks).

2. Return Process

2.1 How to Initiate a Return

Contact our customer support by filling out the contact form at <https://cestvu.com/service/contact/> or by emailing support@cestvu.com. You can also contact us directly via WhatsApp (fastest method) or by phone at +31 85 400 5555.

Provide your order number, details of the product you wish to return, and the reason for the return.

2.2 Return Shipping

We cover the cost of return shipping. Once your return is approved, you will receive a prepaid return shipping label.

3. Refunds

3.1 Refund Method

Refunds will be issued to the original method of payment or you can opt for a replacement item (e.g., different color or size).

3.2 Processing Time

Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within a certain amount of days.

4. Claims for Defective Items

4.1 Misprinted, Damaged, or Defective Items

Any claims for misprinted, damaged, or defective items must be submitted within 30 days after the product has been received. If you notice an issue with the product, please submit a problem report as soon as possible.

You can contact our customer support by filling out the contact form at <https://cestvu.com/service/contact/> or by emailing support@cestvu.com. You can also contact us directly via WhatsApp (fastest method) or by phone at +31 85 400 5555.

4.2 Lost Packages

For packages lost in transit, claims must be submitted no later than 30 days after the estimated delivery date. We will cover the costs of shipping a replacement order.

5. Additional Information

5.1 Incorrect Address

If an address provided by you is insufficient, the shipment will be returned to our facility. You will be liable for reshipment costs once an updated address is confirmed.

5.2 Unclaimed Shipments

Shipments that go unclaimed are returned to our facility. You will be liable for the cost of reshipment or the items will be donated to charity after 30 days.

5.3 Damaged in Mail

If an item arrives damaged, send a photo of the damaged goods to our Customer Support at support@cestvu.com or via WhatsApp at +31 85 400 5555 as soon as possible. We will gladly send a replacement at no cost to you.

5.4 Quality Issues vs. Buyer's Remorse

- Returns or problems due to an error on our part will be handled at our expense.
- Exchanges or returns due to a customer changing their mind or ordering the wrong size will be handled at your expense.

6. Legal Information

6.1 EU Consumer Rights

- According to Article 16(c) and (e) of the Directive 2011/83/EU, the right of withdrawal may not be provided for:
 - Goods made to the consumer's specifications or clearly personalized.
 - Sealed goods unsealed after delivery, which aren't suitable for return due to health protection or hygiene reasons.

Date
November 13, 2024



Version
4

6.2 Contact Us

For any return or refund inquiries, please contact our Customer Support at support@cestvu.com or use the contact form at <https://cestvu.com/service/contact/>. You can also reach us via WhatsApp directly at +31 85 400 5555.

C'est Vu B.V.

+31 85 400 5555

info@cestvu.com

Registered at the Dutch Chamber of Commerce (KVK): 95479848