

# Refund Policy (Products)

Last updated: 09-12-2025

## 1) Right of withdrawal (EU consumers)

If you are a consumer in the EU/EEA, you generally have the right to withdraw from your purchase within **14 days** after receiving the goods, without giving any reason.

To exercise your right of withdrawal, you must inform us of your decision before the withdrawal period expires (e.g., by email).

## 2) Effects of withdrawal

If you withdraw, we will reimburse all payments received from you for the returned items, including standard delivery costs (if applicable), no later than 14 days from the day we are informed of your decision, provided we have received the returned goods or proof of return (whichever is earlier).

Refunds will be made using the same payment method you used for the initial transaction, unless agreed otherwise.

## 3) Return conditions

Returned products must be unused, in their original condition, and in original packaging where possible.

You are responsible for return shipping costs unless the product is defective or we made an error.

## 4) Exceptions (examples)

The right of withdrawal may not apply to certain goods, for example sealed goods that are not suitable for return due to health protection or hygiene reasons if they were unsealed after delivery. If such an exception applies, it will be stated on the product page and/or at checkout.

## 5) Damaged, defective, or wrong items

If your order arrives damaged, defective, or incorrect, contact us as soon as possible (preferably within **[X days]**) at **manager@massagehuys.nl** with photos and your order number. We will work with you on an appropriate solution (replacement, partial refund, or refund).

## 6) How to request a refund/return

Email us at **manager@massagehuys.nl** with your order number and the reason for return. We will provide return instructions.

## 7) Contact

Email: **manager@massagehuys.nl**.