

Returning goods

You have indicated that you wish to return one or more items. You have the legal right to return within 14 days, measured from the moment you received the items. From the date of notifying us of the return, you have 14 days to ship the goods to us. If you exceed these deadlines, your legal right to a full refund upon return lapses. In this message, we briefly describe the procedure for a return.

Costs

You bear the costs of the return shipment. This applies even if the delivery of the order was free. However, if you meet the legal conditions for a return, you may receive a refund of the 'shipping costs paid at the time of purchase'.

Return Form

Before returning the item, please fill out the return form and print it. You will find it attached to this document.

Packaging and Track & Trace

Include the completed return form along with the items in the return shipment. Pack everything well, very well. Preferably reuse our packaging materials. You are liable for any damage or loss during transport of the return shipment. Preferably take photos during packing so that, in the event of damage, you can prove that the shipment was properly packed. Do not send fragile loose parts in a box; instead, fill all available space with soft materials.

We recommend sending return shipments insured only with the correct insured value. If you choose to send the items in a different way and goods are damaged or a shipment is lost, you will be liable for this, not us.

Please frank your return shipment correctly. We will refuse return shipments for which shipping costs are charged to us.

Please provide us with the tracking code of your return shipment. If the delivery driver misses us and we do not have a code, we will not know that a shipment is waiting for us. If the shipment is returned to you and we did not have a tracking code, that is your responsibility.

Returns from outside the EU

If you are returning goods from a destination outside the EU, please properly indicate to Dutch customs that it is a return shipment. Return shipments are duty-free, provided they are properly registered and documented. If Dutch Customs levies fees on your return shipment, or if costs are charged for customs clearance, we will pass these on to you or deduct them from the amount to be refunded.

Registering return shipments correctly is your responsibility. In any case, register the shipment as a 'return' and include a printout of your proof of purchase with the shipment. Preferably, also include a photo of the shipping label of the shipment in which you received the goods. **You must prove to Dutch Customs that it concerns a return shipment.** Place the documents on the outside of the box (in a suitable transparent envelope).

Receipt by us

When we receive the return shipment visually undamaged, we will inspect the goods. We will refuse shipments that are presented to us visibly (heavily) damaged and have them returned to the sender.

If the original goods reach us unchanged, unused, and in new condition, we will accept your return. We will then refund your full purchase amount within fourteen days. If you exceed the statutory time limits and we accept your return, we will only refund the purchase amount; you will not be entitled to a refund of the shipping costs.

If the goods we receive are damaged, incomplete, not in the original packaging, have been used, or are not the goods we sent you—at our discretion—we will refuse your return. We always refuse goods from which our marking has been removed or which are damaged. In that case, you have the following choice:

1. We will dispose of the returned item.
2. We will return the item to you, subject to the calculation of shipping costs plus VAT.

Summary

Before you start your return, we would like to remind you once again that you are responsible for the returned goods until they are delivered to us (in new condition). Any damage or loss occurring before we receive the returned item is not our responsibility, but the responsibility of the buyer.

Please return only original, undamaged, new items to avoid disappointment.

Questions?

If you have any further questions regarding the return of goods, please feel free to contact:

maroesjka@goodhifi.com

Good Hifi VOF

Good Hifi VOF
Keizerfazant 29
1704WL Heerhugowaard
the Netherlands
KvK [37138232](#)
VAT number: NL 818840699B01

Return form

Pls print this form, fill it in and send it together with the items you want to return. **Please read the instructions for return (which you find in this document) before proceeding.**

Name:

<name>

Address:

<adress>

Ordernumber:

<number>

E-mail

<e-mail>

Do you want to receive a replacement?

Bank details

Name bank account
IBAN
BIC (SWIFT)
Town of residence

Kindest regards,

Maroesjka Bakker & Myrko Schneider, Good Hifi VOF

Return address:
Good Hifi VOF
Keizerfazant 29
1704 WL Heerhugowaard
Nederland / The Netherlands

In case you have any questions about the return, pls contact: maroesjka@goodhifi.com. If you send the returned goods with T&T please let us know the T&T number and transporter.