



# AXCES

## **RETURN & REFUND POLICY OF AXCES B.V.**

If you are not happy with your purchase, we will accept a return of a unused product within 14 days. Once we receive the returned item, Axces B.V. will then give a full refund (excluding shipping as we are unable to refund the initial shipping cost of your order).

Please allow 1-2 weeks for your return to be processed.

Discounted items are eligible for a return.

Axces B.V. will not issue refunds for products purchased through other entities, such as distributors or retail partners.

Returned items must be delivered to us unused, in original packaging and in the condition they were received or may not be eligible for refund or be subject to a restocking fee. We cannot be held responsible for items damaged or lost in return shipment, therefore we recommend an insured and trackable mail service.

You are responsible for the cost and risk of returning the items to us. You need to send the articles to the following address, with the reference:

**Returns + Order number:**

**Axces B.V.  
Ondernemersweg 12  
4691 SL, Tholen  
The Netherlands**

We are unable to issue a refund without actual receipt of the item(s) or proof of received return delivery.

We aim to accept all returns. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you. All goods will be inspected on return.

If you have any questions about our Return and Refund Policy, please contact us by email: [info@axces.com](mailto:info@axces.com)