

Cancellation policy

Right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the date,

- a) on which you or a third party named by you, who is not the carrier, have taken or has taken possession of the goods; or
- b) the day on which you or a third party named by you, who is not the carrier, have taken possession of the last goods or has taken possession of the last goods if you have ordered several goods as part of a single order and the goods are delivered separately; or
- c) on which you or a third party named by you, who is not the carrier, have taken possession of the last partial consignment or the last piece if you have ordered goods that are delivered in several partial consignments or pieces.

In order to exercise your right of withdrawal, you must inform us (FEST Amsterdam B.V.; Generaal Vetterstraat 76-H, 1059 BW Amsterdam, The Netherlands; Tel. No. +31 (0)20 261 51 60; e-mail: service@festamsterdam.com) by means of a clear statement (e.g. a letter or e-mail sent by post) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, which is, however, not mandatory.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the end of the cancellation period.

Consequences of revocation

If you withdraw from this contract, we must repay you all payments that we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days from the day on which we received the notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this repayment. We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you notify us of the cancellation of this contract. The deadline is met if you send the goods before the end of the period of fourteen days. You shall bear the direct costs of returning the goods. The costs are estimated at a maximum of about 150.00 EUR. You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking the quality, properties and functioning of the goods.

Exclusion of revocation

There is no right of withdrawal for contracts for the delivery of goods that are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer, and for contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

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Sample cancellation form

If you wish to cancel the contract, please complete and return this form:

To: FEST Amsterdam B.V.; Generaal Vetterstraat 76-H, 1059 BW Amsterdam, The Netherlands; tel. no. +31 (0)20 261 51 60; e-mail: service@festamsterdam.com.

I/we (*) hereby revoke the contract concluded by me/us (*) for the purchase of the following goods (*) / the provision of the following service (*):

Ordered on (*) / received on (*): _____ / _____

Name of the consumer(s): _____

Address of the consumer(s): _____

Signature of the consumer(s) (only in case of notification on paper): _____

Date: _____

() Please delete where inapplicable*