

## Returns

You have the right to cancel your order up to 14 days after receipt without giving any reason. You have another 14 days after cancellation to return your product. You will then be credited for the full order amount including shipping costs. Only the cost of return from your home to the store are for your own account. If you use your right of withdrawal, the product will be returned to the entrepreneur with all delivered accessories and - if reasonably possible - in its original condition and packaging. To exercise this right, please contact us at [info@luttant.com](mailto:info@luttant.com). We will then refund the order amount due within 14 days of notification of your return provided the product has already been received in good order.

## Return exceptions

While we aim to provide a hassle-free return experience at Luttant, there are certain conditions where items may not be eligible for return or exchange. Please note the following exceptions to our return policy:

- **Condition of the Product:** Products must be returned with all supplied accessories, and, if reasonably possible, in their original condition and packaging. If a product is returned damaged, or if the packaging is more damaged than necessary to evaluate the product, we may deduct the depreciation of the product from your refund.
- **Return Period:** You have 14 days from the date of receipt to return your item. The return period begins on the day you receive the item.
- **Exchanges:** For exchanges, please return the original item with your exchange preferences noted on the packing slip. While we cover the shipping costs for sending the new item, the return costs of the original item are your responsibility.
- **Refunds:** Refunds are processed using the same payment method you originally used, excluding the original shipping costs. Please allow up to 8 working days for the refund to be processed. A confirmation email will be sent once the refund is complete.

## Contact

LUTTANT

Rijnstraat 64 4191CM GELDERMALSEN, NETHERLANDS

[info@luttant.com](mailto:info@luttant.com)

+3168570244

KVK: 77885325

BTW: NL003253976B44

## Returnform

— To:  
Luttant  
Rijnstraat 64  
4191 CM, Geldermalsen  
info@luttant.com  
+31685702449

— I/We (\*) hereby inform(\*) you that I/We (\*) revoke(\*) our contract regarding the sale of the following goods/delivery of the following product (\*):

— Ordered on (DD-MM-YYYY) :

— Order number:

— Received on (DD-MM-YYYY):

— Name(s) of customer(s)

— Consumer customer(es) :

— IBAN Account Number:

— Signature of consumer(s) (only if this form is submitted on paper)

— Date(DD-MM-YYYY):

(\*) Delete what does not apply.