

Return policy

Version: 01/06/2022

Application

This return policy applies to Rob Snel, hereinafter referred to as "we" and "us", consisting of the following companies:

1. Rob Snel Technische Handelsonderneming, established at Industrieweg 39, 3361 HJ in Sliedrecht, registered with the Chamber of Commerce with CoC number 23050444;
2. Rob Snel Metaal & Techniek, established at Industrieweg 41, 3361 HJ in Sliedrecht, registered with the Chamber of Commerce with CoC number 23030999.

Returning goods is not a right

We only supply products to companies (business to business, B2B).

Sales to companies do not fall under consumer law. Therefore, there is no statutory consideration period or right of withdrawal. So, we are not obliged to accept returns, except in cases where we have supplied the wrong products, wrong quantities or faulty or damaged products (see our terms and conditions).

If we do agree to the return of goods, we will do so as a courtesy

So, we are not obliged to take back goods.

In the cases where we do take back goods, we do this as a courtesy.

We therefore reserve the right to refuse to accept the return of goods.

Conditions for the return of goods

We apply the following criteria for the return of goods:

- They must be stock items (not goods made to customer specifications).
- They must be current goods (not goods that we consider to be store-bought).
- We must receive the return request within 6 months after delivery.
- A return will only be processed if we have been asked for permission beforehand and we have granted it.
- The goods must be clean, properly packed and undamaged.

Please note: the costs of returning the goods are borne by the customer.

We charge a processing fee for returns

We charge a 10% processing fee for returned goods.

This means that you will be refunded 90% of the original amount paid when returning goods.