

Right of withdrawal

You have the right to withdraw from this agreement within fourteen days without giving any reason.

The withdrawal period will expire after fourteen days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last lot or piece in the case of an agreement relating to delivery of a good consisting of multiple lots or pieces. To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail).

To withdraw from a purchase please send an e-mail to customer@ores-store.com after which you will receive instructions and the return address (together with an optional withdrawal form). You may use the model withdrawal form provided by us, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this agreement, we will reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the standard delivery offered by us), without undue delay and not later than fourteen days from the day on which we are informed about your decision to withdraw from this agreement. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. The cost for returning the delivered goods to us will however be at your own expense.

You shall send back the goods without undue delay. We may withhold reimbursement until we have received the goods back. Thereafter, you will receive a full refund within 10 days.

Please note that we only accept returned goods in the original condition including all original labels attached.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

The right withdrawal does not apply to the following agreements:

Agreements for the delivery of goods which have not been pre-assembled and have been produced according to customer specifications or the consumer's instructions, or have been tailored for the personal requirements of the customer. Please note that the right to withdraw expires earlier with the delivery of sealed goods, which for reasons of health and hygiene are not suitable to be returned when their packaging has been removed after delivery.