PHOTOSPECIALIST powered by KAMERA EXPRESS

RETURN FORM

Returns

Are you unhappy with your recent purchase? These things do happen. As you have come to expect from us, we subject our service to the highest requirements, and you can also contact us if you are not completely satisfied.

A product can be returned up to 30 days after purchase. This can be done at one of our stores in the Netherlands and Belgium, or by post using this return form. Please indicate the reason for the return and how we can be of help on this form.

When returning a purchase you are not satisfied with, you as the sender must pay the shipping charge. If we have supplied a defective product, we will take care of these expenses by crediting you after receipt of the product.

Cooling-off period

The cooling off period gives you the opportunity to undo any impulse buying. Thus, the intention is not that you make extensive use of a purchase for 30 days, to then return it. You may test a product to make sure there are no defects. We understand that if you buy a camera, you would have taken a maximum of 10 photos with it, and not hundreds. You can also not register a drone or smart card, for example.

So you may not use the products you want to return beyond what is necessary in order to assess them. Products that are returned must be returned undamaged and completely packed. No stickers and/or tape should be stuck on the original product either. It is also important to send the original purchase slip or other proof of purchase with the item. The product may not contain indications of use. If the article is damaged, or the product is not complete or the product is returned without its original packaging, depreciation will be charged. This is assessed by the returns department.
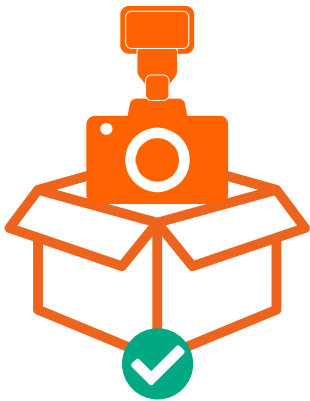
Please note, if the product can no longer be sold as new, the depreciation can be as much as 100%

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Conditions and exceptions

If you decide to return your purchase, please check whether you meet the following conditions.

Fully compliant:

Does not comply completely, it is possible we may not credit 100%:

Complete, in original packaging and in new condition

Incomplete or without original packaging

Damaged

Dirty/used

Exceptions

The articles below cannot be exchanged or returned:

1. Software, games, CDs and DVDs with broken seal.
2. Articles that cannot be exchanged for hygienic reasons if the seal is broken, such as earphones and headsets.
3. Redeemed or filled in vouchers or gift vouchers that were purchased from us.
4. Products that were made specifically for you (customised).
5. Business orders.

Depreciation

The right of withdrawal allows you to have the product 'on approval' and to inspect the product. To assess drones or software, for example, it is not necessary to register the drone. Registration of the product before returning it can therefore lead to depreciation, up to as much as 100% of the purchase price.

Return adress:
Kamera Express
C/O Returns department
Essebaan 55,
2908 LJ Capelle aan den IJssel,
The Netherlands
E-mail: info@kamera-express.nl

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RETURN FORM
You only need to print this page

Name:

Street name/house no:

Post code/residence:

Telephone number:

E-mail adress:

IBAN number: Enter your full IBAN number

BIC code:

Today's date:

Signature:

Please note: Final inspection of the
condition of the returned product is
done at the returns department.

Sales number: Article number:

Parcel received on: Purchased via: Shop   Webshop

Reason for return:

To be able to process your return
faster, please fill in the window
on the right.

I'd like to:
Tick the appropriate box.

Receive a gift voucher

Exchange the product for a new one

Get my money back   The refund is done using the same method of payment by which we have received the money.
                                      So if you paid with credit card or PayPal, the money will be refunded to this card.

Order an alternative: Please fill in the required item, or specify that you need help in finding an alternative.
                                      Kamera Express will then contact you.

The following fields are completed by a
Kamera Express employee.

Return received on:

Return received by:

Is your product defective? Please use our repair form. It can be found on our website, on the customer service page.
If your product is larger than 176 x 78 x 58 cm, or heavier than 30kg, please contact us first.