

## 2FitHorses® Return Policy

### **100% satisfaction guarantee**

As 2FitHorses, we obviously want you to be a happy customer! Despite our utmost care to produce everything as perfectly as possible, you may perhaps not be completely satisfied.

If we have not fulfilled our promises with regard to quality (the product has obvious material or manufacturing faults) or the goods you purchased are in any way defective, you can tell us by sending the order number, a brief explanation of your complaint and a photo to [info@2FitHorses.com](mailto:info@2FitHorses.com).

We will then look for an appropriate solution together.

### **Right of withdrawal**

We are legally obliged to draw your attention to your right of withdrawal.

This allows consumers a 14-day 'cooling-off period', during which they can withdraw from, or cancel, the agreement. You do not have to give a reason. You can do this using the Model withdrawal form, which is included below in Appendix 1.

The cooling-off period starts on the day the order is delivered to you.

### **Return costs**

If you cancel the purchase, the maximum cost will be the cost of returning the products.

If you have already paid, you will, of course, get your money back. 2FitHorses will refund you as soon as possible and always within 14 days of your cancellation. This is subject to 2FitHorses having received the returned product. Or to your ability to provide conclusive proof of complete return.

In principle, refunds are made via the same payment method you used, but we may ask you to consent to a different payment method.

### **What cannot be returned?**

2FitHorses has the option to exclude the right of withdrawal in some instances.

If you're keen to read the legal details, see Section 230p of Book 6 of the Dutch Civil Code.

The right of withdrawal is in any case excluded for:

- a. Bespoke products or products made to your specification;
- b. Products of a clearly personal nature;

- c. Products that cannot be returned due to their nature;
- d. Products whose price depends on fluctuations in the financial market beyond the webshop's control;

The exclusion of the right of withdrawal applies if 2FitHorses has clearly stated such in the offer, or at least in good time prior to the conclusion of the agreement. We will clearly draw your attention to this during the online purchase process.

In any such exceptional case, your order becomes final once you have paid.

## Company details

### **2FitHorses**

Karin Toetenel

Parnashofweg 35

2265 CP Leidschendam

E-mail: [info@2FitHorses.com](mailto:info@2FitHorses.com)

Website: [www.2fithorses.com](http://www.2fithorses.com)

Telephone: +31 (0)6 4877 5129

Chamber of Commerce no.: 56841957

VAT number: NL001276328B55

### **Postal / Return address**

Hulsenboschstraat 37

4251 LR Werkendam

## Appendix 1. Model Withdrawal Form

(only complete and return this form if you want to cancel the contract)

To:

### FitHorses

Karin Toetenel  
Hulsenboschstraat 37  
4251 LR Werkendam

I hereby inform you that I am withdrawing the agreement regarding the purchase of the following (online) product:

The order was placed on : ..... [Date] (\*)

or

The order was received on : ..... [Date] (\*)

..... [Your first name and  
surname]

..... [Your address and postcode]

..... [Date of signing]

.....  
[Signature]

*(only if the form is submitted on paper)*

(\*) Delete as appropriate