

M.b.t. Dutch returns

By products:

The consumer can dissolve an agreement relating to the purchase of a product for a reflection period of 14 days without giving any reason. The entrepreneur may ask the consumer about the reason for withdrawal, but may not oblige him to state his reason(s).

The cooling-off period referred to in paragraph 1 shall take off on the day after the consumer, or a third party designated in advance by the consumer, who is not the carrier, has received the product, or:

a. if the consumer has ordered several products in the same order: the day on which the consumer, or a third party designated by him, received the last product. The entrepreneur may, provided that he has clearly informed the consumer about this prior to the ordering process, refuse an order of several products with a different delivery time.

b. if the delivery of a product consists of several shipments or parts: the day on which the consumer, or a third party designated by him, received the last shipment or the last part;

c. in the case of agreements for regular delivery of products for a certain period: the day on which the consumer, or a third party designated by him, received the first product

For services and digital content that has not been delivered on a material carrier:

The consumer can terminate a service agreement and a contract for the delivery of digital content that has not been delivered on a material carrier for 14 days without giving any reason.

The entrepreneur may ask the consumer about the reason for withdrawal, but may not oblige him to state his reason(s).

The cooling-off period referred to in paragraph 3 shall start on the day following the conclusion of the agreement.

Extended reflection period for products, services and digital content that has not been delivered on a material carrier at non

inquire about the right of withdrawal:

If the entrepreneur has not provided the consumer with the legally required information on the right of withdrawal or the model withdrawal form, the cooling-off period expires twelve months after the end of the original cooling-off period determined in accordance with the previous paragraphs of this article.

If the entrepreneur has provided the information referred to in the preceding paragraph to the consumer within twelve months of the effective date of the original cooling-off period, the cooling-off period shall elapse 14 days after the day on which the consumer received that information.