

Information regarding warranty and returns

Returns:

You have the right to cancel your order until 14 days after receipt without stating grounds. After cancellation, you have another 14 days to send back your product. You will then have credited the full amount for the order, including the shipping costs. Only the costs for returning it from your home to the web shop will be at your own expense. If you exercise your right of revocation, the product will be returned, including all enclosed accessories and - if reasonably possible - in the original state and packaging to the enterprise. In order to exercise this right, you can contact us via info@high-clean.com. We will subsequently refund the order price owed within 14 days after you notified your return, provided the product has already been received back in proper order.

Exceptions returns:

State the exceptions to the right of revocation here. Also clearly indicated for the item itself that it cannot be returned if the consumer has ordered it.

Attention: exclusion of the right of revocation is only possible for products:

- a. In case of sealed products. If the seal has been broken, these products can no longer be returned.
- b. That were created by the enterprise in accordance with the specifications of the consumer.
- c. That are clearly personal in character.
- d. That due to their nature cannot be sent back.
- e. That can spoil or age quickly.
- f. The price of which is subject to fluctuations on the financial market that the enterprise has no control over.
- g. For individual newspapers and magazines.
- h. For audio and video recordings the sealing of which was broken by the consumer.

Warranty:

All our products come with a six-month warranty.

Identity of the enterprise:

High-clean.com BV
Tweespan 41
3897 AG Zeewolde
the Netherlands

info@high-clean.com 036-5235074

Chamber of Commerce no.: 81166990

VAT-number: NL861965073B01

Model form for revocation

(only fill out and send back this form if you want to revoke the agreement)

— To High-clean.com BV, Tweespan 41, 3897AG Zeewolde, info@high-clean.com, 036-5235074

— I/We (*) am/are (*) hereby informing you that I/we (*) revoke our agreement regarding the sale of the following goods/delivery of the following service (*):

— Ordered on (DD-MM-YYYY):

— Order number:

— Received on (DD-MM-YYYY):

— Name/Names consumer(s)

— Address consumer(s):

— IBAN Account number:

— Signature of consumer(s)

(only if this form is submitted on paper)

— Date (DD-MM-YYYY):

(*) Cross out where not applicable.