

Delivery, Returns & Secure payments

Delivery

We ship worldwide. Your parcel will be sent by PostNL and will be registered which means: signature on delivery, track and trace and insured up to € 500,--. We will send you a confirmation by email with tracking information. Our products will be sealed for protecting and hygiene purposes and will be packed carefully. Within the European Union (EU) you receive your parcel within 2-5 working days after we accept your order. The delivery dates stated are estimates only. Outside the EU we ship the goods as soon as we have received your payment.

Outside the EU we can not tell the date of delivery in advance, as we are dependent of local postal services and courier companies. Shipping costs will be detailed on the online ordering process.

Returns

Products can be returned in their original condition and original sealed, with a dispatch note.

You must send off the products within 14 days of telling us you wish to replace the product.

Products may be returned by you using any secure means, which may include your local postal service or courier company such as for instance DHL, UPS etc.).

Costs of return, will apply to you.

For returns: take your sealed box or bag to a Post Office or courier company and send it to the following address and retaining proof of postage:

VANDRUNICK, Beethovenlaan 44, 1411 HT Naarden, The Netherlands

The original card holder who purchased the Products will be credited for the refund. We will make any refunds due to you within 14 days from the day on which we receive the Product back from you.

Secure Payments

Payments can be made by Ideal (only for the Netherlands), Visa, MasterCard, American Express and bank transfer (on demand, please send us an email).

To help ensure that your shopping experience is safe, simple and secure, VANDRUNICK uses SSL technology.

FOR MORE INFORMATION, PLEASE READ OUR TERMS AND CONDITIONS.