

Right of withdrawal and returns

Information for consumers about withdrawal, returns and refunds for an online purchase from Importeria B.V.

1. 1. Fourteen-day withdrawal period

You may withdraw from the contract without giving a reason within 14 days after the day on which you, or a third party designated by you other than the carrier, receive the product. For separate deliveries under one order, the period starts after receipt of the last product or part.

2. 2. Giving notice

Use the available online withdrawal function, the model form or send another unambiguous statement within the withdrawal period to order@importeria.nl. The model form is optional. An online withdrawal takes effect as soon as the notice is submitted and recorded. It is recorded durably at once and confirmed without undue delay; a confirmation-email failure or delay in physical return instructions does not invalidate a notice recorded on time.

3. 3. Return within 14 days

Return the products without undue delay and no later than 14 days after your withdrawal notice. The designated return receiving address is Importeria B.V., Keulsepoort 2 - Unit 280, 5911 BZ Venlo, The Netherlands. Importeria sends specific return instructions by email. Those instructions must not delay or prevent your statutory withdrawal rights or return deadline.

Internal route review or an RMA does not suspend the statutory return period. Contact order@importeria.nl immediately if instructions do not arrive. Delay demonstrably caused by missing or late instructions from Importeria will not be held against you when assessing whether the return was timely.

You bear the direct cost of an ordinary return where this was clearly disclosed in advance. Retain proof of shipment.

4. 4. Refund

For a full withdrawal, Importeria refunds the purchase price and the cost of the least expensive standard delivery offered within 14 days after notice, using the original payment method.

We may wait until we receive the products or you provide evidence that they were returned, whichever occurs first.

5. 5. Inspection and defects

You may handle the product only as necessary to establish its nature and characteristics. Demonstrable diminished value caused by further handling may be deducted.

Opening a bottle of wine does not automatically remove every withdrawal or refund right. Incorrect, damaged, spoiled, corked or otherwise non-conforming wine is assessed separately as a defect; appropriate remedy and return costs are then borne by Importeria.