

vidaXL orders sold to consumers

For orders sold by vidaXL, there is a trial period of 30 days. The trial period starts on the day you receive your order. Within the next 30 days you can look at the product, judge and try it – just like you would in a normal store, unless stated otherwise. You can return the product without providing a reason, if the product is complete and, as far as reasonably possible, in original condition and packaging.

In case the product is damaged, dirty or incomplete due to the use of the product during the trial period, you are responsible for the depreciation of the article, and a percentage of your refund will be charged.

Excluded from the right of withdrawal are products which are not suitable for return for reasons of health protection or hygiene, and of which the seal has been broken. You must indicate within the 30-day trial period that you wish to return your order. After providing this notification, you have another 30 days to return the product to us.

Our returns procedure is free of charge, if you follow our returns procedure to the letter. How you can return your order depends on the product. After registering your return, we will send you the return instructions.

We will refund the full purchase amount as soon as possible and at the latest within 14 days of dissolution, using the same means of payment (as far as technically possible) you originally used to make the purchase.

You can easily register your return via your vidaXL account in the overview of your orders under “My orders”, there you can use the button “Return”.

You can also start a web chat with us to start your return procedure.

Or click here to request a return via our digital withdrawal form. We will then start the return procedure for you.

If you don't want to use our returns service, you can also send back the product yourself. The costs incurred for this will not be reimbursed by vidaXL.

You can return your product to:

vidaXL

Mary Kingsleystraat 1

5928 SK Venlo

The Netherlands

In case you don't use our returns service, we would like to receive the shipping receipt including the Track & Trace number.

Also let us know on the packaging that it's a return. For this you can print the withdrawal form and add it to the packaging or fill out a similar form and attach it to the packaging.

vidaXL orders sold to business clients

As a business client you are not entitled to a trial period. Please consult the business terms and conditions for the provisions that apply to business clients.

Orders purchased via vidaXL.ie from external sellers

Consult the return conditions and terms and conditions from the external seller for the conditions that apply to orders sold by external sellers. Contact the external seller through the contact form in your vidaXL account if you can't find the answer.