

# Returns and Cancellations V1.0 11-23-2024

## **Returns**

### **Return period**

From the moment you receive your order, you have 14 days to register your item for return by email: [info@jacobussolutions.com](mailto:info@jacobussolutions.com) After registering your return, you have 14 days to send it.

### **An Order with multiple items?**

The return period only starts when everything has been delivered.

### **Have you taken out a subscription?**

In that case, the return period starts from the moment of purchase. After you have taken out the subscription, you have 14 days to change your mind.

### **Register a return**

You can always contact us directly via: [info@jacobussolutions.com](mailto:info@jacobussolutions.com) if you have received a defective item. Return costs are at your own expense.

## **Contact us**

[info@jacobussolutions.com](mailto:info@jacobussolutions.com)

## **You cannot return this**

- Gift vouchers and cards
- Magazines and magazines
- Digital articles (digital photos, e-books, audio books, games, etc.)
- Software subscriptions/items (of which the seal has been broken)
- Items that are custom/personally made, such as physically printed photos on dibond or other physical material.
- Items that are not allowed to be returned for reasons of health protection or hygiene (of which the seal has been broken)
- cancel between deliveries; a delivery that has already been made and/or delivered cannot be revoked.

### **Returns due to damage during shipping**

If it concerns an item purchased from a partner, please contact the relevant partner or the relevant postal deliverer.

### **Legal guarantee**

This guarantee means that your purchased items must meet what is promised and what you can reasonably expect. You can adhere to the warranty conditions set by the manufacturer. Have you discovered that your article no longer suffices? Then you can contact us or the partner about this.

### **Warranty certificate**

The proof of warranty for your item is the invoice or proof of purchase.

### **Canceling**

As long as your item has not yet been shipped, you can still cancel. We will email you if the cancellation was successful.

You cannot cancel this after purchase (custom products and digital content such as):

- Gift vouchers and cards
- Digital articles (digital photos, e-books, audio books, etc.)
- Items that are custom/personally made, such as physically printed photos on dibond or other physical material.