



AXAL Power | AXAL Motors B.V. – RETURN POLICY

Thank you for shopping with AXAL Power | AXAL Motors B.V. . We are committed to providing you with the best shopping experience possible. If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 15 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused, in the same condition that you received it, and in the original packaging with all tags and labels attached. Your item needs to have the receipt or proof of purchase.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Exchanges

If you wish to exchange your item for a different power rating, color, or product, please contact our customer service team. We will guide you through the exchange process and provide assistance in finding the right replacement.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact Us

If you have any questions about our return policy, please contact us at info@axalmotors.nl or call us at +31 (0) 6 20 57 74 48. Our customer service team will be happy to assist you and provide any necessary information.

Damaged or Defective Items

In the unlikely event that you receive a damaged or defective item, please contact us immediately. We will work with you to arrange for a replacement.

Exceptions

Certain items, such as personalized or customized products may not be eligible for return due to their nature. Please review the product description carefully before making a purchase.

1. How to Initiate a Return

To begin a return, please follow these steps:

- Contact our customer service team at info@axalmotors.nl or call us at +31 (0) 6 20 57 74 48 to inform them about your intent to return the item.
- Provide your order number, the item you wish to return, and the reason for the return.
- Our customer service representative will guide you through the return process and provide you with a Return Merchandise Authorization (RMA) number (if you are entitled to a return).

2. Packaging and Shipping

When shipping the item back to us, please ensure the following:

- Securely package the item in its original packaging to prevent damage during transit.
- Clearly mark the RMA number on the outside of the package.
- Use a trackable shipping method to ensure the safe delivery of the item.

You will be responsible for the shipping costs associated with returning the item. Shipping costs are non-refundable.

3. Inspection and Approval

Once we receive the returned item, our quality control team will inspect it to ensure it meets the return eligibility criteria. We will notify you of the receipt and inspection status of the item.



4. Refunds

If your return is approved, we will initiate a refund to your original method of payment. The refund process may take up to 15 business days, and the timing of the credit's appearance on your account may vary based on your financial institution. Please note that any discounts, promotions, or coupons used during the original purchase will be factored into the refund amount.

Final Note

Our goal is to ensure your satisfaction with every purchase. If you have any concerns or questions about our return policy, please don't hesitate to reach out to us. We appreciate your business and are committed to resolving any issues to your complete satisfaction.

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www.axalpower.com

Customer Service Contact Information:

info@axalmotors.nl / +31 (0) 6 20 57 74 48

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