

Right of Withdrawal

EU consumers have the following withdrawal rights.

When the right of withdrawal does not apply

The right of withdrawal does not exist for the following contracts:

- Contracts for the supply of goods that are made to the consumer's specifications or are clearly personalised.
- Contracts for the supply of goods which are liable to deteriorate or expire rapidly.
- Contracts for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- Contracts for the supply of goods which are, after delivery, according to their nature, inseparably mixed with other items.
- Contracts for the supply of sealed audio or sealed video recordings or sealed computer software which were unsealed after delivery.
- Contracts for the supply of a newspaper, periodical or magazine, with the exception of subscription contracts for the supply of such publications.

For all other contracts you have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, take possession of the goods.

Exercising the right of withdrawal

To exercise your right of withdrawal, you must inform us — The Boot-Bag Group BV, Posthoornstraat 17, 3011 WD Rotterdam, Netherlands, email liza@thebootbaggroup.com — of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post or an email). You may use the model withdrawal form below, but this is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your notification that you are exercising your right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including delivery costs (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event no later than fourteen days from the day on which we are informed of your decision to withdraw from this contract. We will make the reimbursement using the same means of payment as you used for the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back, or until you have supplied evidence of having sent the goods back, whichever is the earliest.

You must send the goods back or return them to us without undue delay and in any event no later than fourteen days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired. You will bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods. Goods must be complete and in their original packaging, with no signs of use.

Model Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract.)

To: The Boot-Bag Group BV — Email: liza@thebootbaggroun.com (Please send by email in advance.)

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale for the purchase of the following goods (*):

Ordered on (*) _____ / Received on (*) _____

_____ Name of consumer(s)

_____ Address of consumer(s)

_____ Signature of consumer(s) (only if notified on paper)

_____ Date

(*) Delete as appropriate.

A return slip will be emailed to you for the return of the goods. Return postage is at your cost; we recommend using a tracked courier.