

Returns Policy

Dear Sir or Madam,

Thank you very much for your order and trust in VehGro.

As a rule, it is not possible to return opened packaging containing food products. This rule applies due to quality and hygiene requirements.

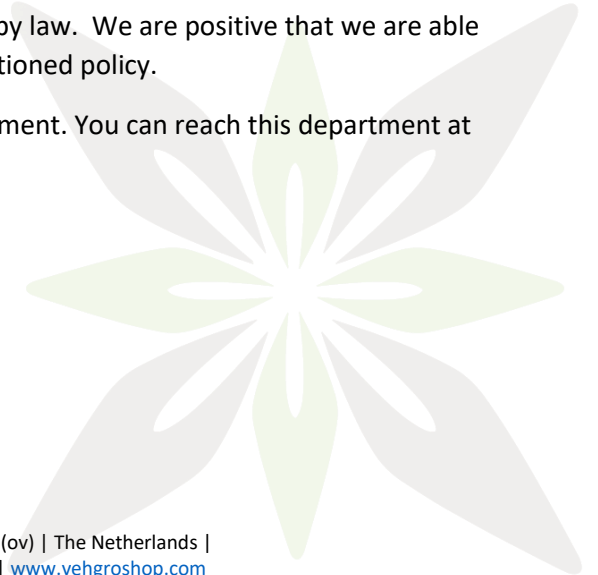
If you are somehow not satisfied with your order/delivery, please follow the following steps:

1. Please check your delivery carefully before confirming completeness with your signature. We cannot accept any request for refund if your order has been signed off as complete and undamaged.
2. If a problem with your delivery arises, please contact your account manager within 24 hours after receipt of the goods.
3. The following reasons justify a return shipment:
 - a. wrong goods were sent
 - b. goods were sent in incorrect quantities
 - c. goods are damaged
4. If the package is damaged, please send at least 3 photos by e-mail so that we can initiate a claim report;
Photo 1: packaging
Photo 2: content
Photo 3: shipping label
5. If goods are delivered incorrectly, we will arrange for collection of the package.
6. A return form has to be filled in and enclosed clearly visible with the returned goods. You can obtain this form from your account manager.
7. As soon as we have received the goods, we will immediately check them for completeness. After approval, our administration issues a credit note within 2 days. You will receive the credit note digitally by e-mail.
8. Within two weeks after the credit note has been issued, the outstanding amount will be refunded or set off against outstanding amounts.
9. The right to return B2B transactions is not regulated by law. We are positive that we are able to accommodate our customers with the above-mentioned policy.

If you have any questions, please contact our logistics department. You can reach this department at the following e-mail address: logistics@vehgro.com

With kind regards

Team VehGro



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(Please complete and send this form if you want to revoke the agreement)

To

VEHGRO
Weijinksweg 18
7558 PL
Hengelo Ov.
logistics@vehgro.com
+31(0)541- 74 6030

I hereby inform you that I revoke our agreement on the sale of the following goods/ service:

Reason of return:

Ordered at (DD-MM-YYYY):

Order number :

Received at (DD-MM-YYYY):

Company name:

Address:

Signature:

Date (DD-MM-YYYY):

Please return this completed and signed form together with the return of the goods.