

RETURNS

All returns must be postmarked within 14 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at info@hydropneumotion.nl to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging, and mail your return to the following address:

HydroPneuMotion B.V.
Attn: Returns
RMA #
Polychemstraat 30, 6191 NL Beek
The Netherlands

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least five (5) business days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot always be returned:

- Items that are out of stock at the moment of ordering.

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

Please Note

- A 10% restocking fee will be charged for all returns.

QUESTIONS

If you have any questions concerning our return policy, please contact us at: info@hydropneumotion.nl