

Delivery & Returns

Delivery, handling and customs charges are included in your total order amount, calculated during the checkout.

Notes:

We deliver to any destination within Netherlands , Belgium , Germany .

You will also get the email confirmation about your order.

Product Damage

Any damage must be reported within 2 days with photographic evidences. We need the photos of the outer packing damage, product damage and Delivery label , please send to Sales@thermixeurope.com.

Returns & Exchanges

If for any reason you are not content with your items, we will gladly accept returns and exchanges.

Items returned for a full refund are subject to being unused and unopened otherwise a restocking fee may be charged at 15% of purchase cost (excluding delivery charge).

You have **14 days** from the date of receipt to return the item. We will reimburse you using the same method of payment you used for your purchase. Please allow up to 5 working days for your refund to reflect on your statement.

Note: Customer will be responsible for return postal charge.

PRODUCT RETURNS GUIDELINES

Items must be in new, unused condition in their original packaging. Please ensure you take adequate insurance with the courier in case of damages.

HOW TO RETURN/EXCHANGE YOUR ITEM

Email us sales@thermixeurope.com or call our on 01206 618080 with your Order ID and tell us if you'd like to make an exchange or return for a credit / refund.

Return address:

Thermix UK Ltd,
The Old Post Office
Halstead Road, Eight Ash Green
CO6 3QJ