return policy

David Lackner - 2022-06-23 - Returns

Our return policy.

From the date of invoice, Eleonto offers an extended return policy of 30 days instead of the 14-day statutory return policy.

The goods must be in perfect condition. This means that the goods must be returned in their original packaging, with all accessories and undamaged.

The package must be packed securely for transport. Since you are responsible for the package until we receive it, please be sure to obtain a proof of delivery!

If one or more of the return conditions are not met, the package may be returned to the sender's address and any costs may be charged.

*We do not accept returns after the return period, except for warranty cases. We reserve the right not to accept unauthorised returns or to return them to the sender's address and charge for any costs incurred.

All returns will be checked on arrival. If an item is returned to us damaged, already used or otherwise in an unacceptable condition, we will not issue a refund. We reserve the right not to accept unauthorised returns or to return them to the sender's address and charge you for any costs incurred.

Related Content

- What to do if a product is defect/warranty case?
- right of revocation