What if my parcel was damaged in transit?

Johan - 2025-11-20 - Transport damage

There are two different types of damage.

Obvious damage: If the package is obviously damaged upon receipt, please do not accept the package. Please inform our customer service immediately via ticket about the transport damage, so that we can contact the carrier immediately. Open ticket here

Concealed damage: If the product shows first defects during the first 6 months of use, please contact our customer service via ticket to solve the problem as soon as possible. Open ticket here