

Right of withdrawal

You have the right to cancel your order within fourteen days without giving any reason.

The notice period is fourteen days from the date on which you or a third party named by you, who is not the carrier, has taken possession of the goods. If you have ordered several goods together and these are delivered separately, the notice period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the last goods.

If you cancel this order, we will reimburse all payments we have received from you, including shipping costs, without undue delay and no later than fourteen days after the date on which we received a notification that you have canceled this order. For this refund we use the same payment method that you used in the original transaction, unless otherwise agreed with you; In no case will these costs be charged for reimbursement. We can refuse the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever comes first.

You must return the goods to us immediately and in any case no later than fourteen days from the date on which you inform us of the cancellation of this order. The deadline is met if you send the goods before the deadline of fourteen days. We do not bear the costs of returning the goods.

Louis Belgium NV
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Belgium

customer service: : +32 3 212 28 24

E-mail: office@louisbelgium.com

With this I / we (*) cancel the order (*) concluded by me / us for the purchase of the following goods (*) / the delivery of the following services (

Ordered on (*) / received on (*):

Name of the consumer (s):

Address of the consumer (s):

Signature of the consumer (s) (only if notified on paper)

date

(*) Strike out what does not apply.

If the delivery item is defective or damaged within the warranty period due to manufacturing or material defects, Louis Belgium will deliver or replace a new pair of glasses when it is no longer available. This only applies if the purchase is made within the warranty period of 2 years and with the original purchase receipt from the customer. Without this proof Louis Belgium has the right to reject a warranty claim.

Warranty claims are only applicable if a proof of purchase has been submitted and it can be demonstrated that the damage in question is due to a production / quality error. To know what is seen as a warranty and what not, you can check out our website

If the above information does not give you an answer, you can send it as a guarantee or you will be asked to contact the agent in your area or our customer service.

Read our general conditions at www.louisbelgium.com/en/terms/ for further information.