



Tilmar Returns Policy

We have a returns policy tailored to our business customers. Our goal is always to have satisfied customers.

Should you have a reason to return a product, please keep the following in mind:

1 registering a return

- please contact us by phone (+31 591-371668) or email (info@tilmar.nl) within 30 days of receipt of the goods to discuss a return
- after approval, you will receive the return instructions from us

2 conditions

- products must be returned unused, undamaged, clean and correctly packaged
- products that have been specially ordered or produced on request (custom-made) cannot be returned

3 costs

- shipping and handling costs for returns are generally the responsibility of the customer
- In case of an incorrect delivery, we will cover the return costs

4 processing and crediting

- upon receipt at our warehouse, the return shipment will be checked
- if the return is approved, **credit will be issued within 7 days**, less initial shipping costs and any processing fees

