

Returns & Complaints

If you are not satisfied with your SUPERKOP or is it broken and do you want to return it?

We are going to do something about that, we promise.

This is how returns work at Superkop:

- Call or email us with your request and reason for return, so we can help you quickly and efficiently.
- Of course we would like to know why, so that we can improve our products and service. But we also accept “just because” as a reason.
- You have a formal withdrawal period of 14 days to cancel your purchase after receiving your Superkop order.
- We have paid a lot of attention to packaging and protecting our products during transport. That is why we ask you to use the original packaging for the return.

We do have a number of rules regarding the refund of the purchase price:

1. If the Superkop is returned to us unused and undamaged, we will of course refund 100% of the purchase price. Guaranteed within 5 working days after receipt of your return.
2. Has the product been used just a little too much? Then we will not let you down. We then determine what the depreciation is and make you a, usually very reasonable, proposal within 5 working days.
3. You will understand that we can not refund products that are damaged to such an extent that we cannot repair and sell them.

Complaints

We recommend to file your complaints by sending an email info@superkop.com.

From 15 February 2016 it is for consumers within the EU also possible to contact the ODR-platform of the Europese Commission.

You can find the OD-platform <https://ec.europa.eu/odr>. When your complaints aren't in threatment somewhere else you can deposit it trough the platform of the European Union.

Contact details

SUPERKOP BV

Hoofdstraat 33

5255AE Herpt

The Netherlands

info@superkop.com