



Return policy Shots B.V

HOW TO HANDLE RECEIVING DEFECTIVE PRODUCTS?

Defective products must be reported within the 2-year guarantee period from receipt (1 year for your consumers). We will send new products after receiving the report. Contact customersupport@shots.nl for replacement and return. If you have a return, it should be sent with a filled-in Return-form. The Return-form can be downloaded from our website. https://www.shots.nl/return_products.php, your account manager will inform you to ship the defective items back to Shots, or to destroy them.

HOW TO HANDLE RECEIVING DAMAGED PRODUCTS?

All products leave our warehouse in good condition. Products that are damaged must be reported to us within 48 hours from receipt of goods to customersupport@shots.nl. We will replace any damaged items. If you receive a shipment with damaged products, or boxes that have been opened or re-taped, you must inform the driver and have them note this on the computer; for pallet deliveries, the driver must make a note on the (CMR) transport document. **Please ensure the driver notes the problem in their delivery record; without this record, you cannot claim.** You can send pictures of the products or boxes for proof. We will follow up on the claim with the transport company.

HOW TO HANDLE MISSING ITEMS ON DELIVERY?

All orders are scanned and checked by 2 people, so mistakes are kept to a minimum. However, on occasion, errors will occur. All missing products must be reported to us within 4 working days from receipt of goods to customersupport@shots.nl. We will send out the missing products when in stock; otherwise, we will credit the missing items.

WHAT IF I HAVE A PRODUCT OLDER THAN 2 YEARS GUARANTEE?


Products with a guarantee that have expired after 2 years cannot be uploaded; they are marked in red and have to be deleted from the list (see example below).

Article number	Quantity	Reason of return	Invoices	
VIVE039BLK	1	defect	22134679 (1x €34,98), 22217509 (1x €34,98), 2300281	DELETE
VIVE019BLK	1	defect	22134677 (1x €29,98), 22211767 (1x €31,48), 2221750	DELETE
PD3376-12	1	defect	No invoices found!	DELETE

Max. quantity: 0

HOW TO UPLOAD MY RETURN FORM

Please log in on our website <https://www.shots.nl/> and go to "my account". You can find a return products option under "settings". Please click on this, and then you will see the following:

1. Download Excel file ( returnlist.xlsx)
2. Fill out form (article number and reason for return)
3. Upload the Excel file. Geen bestand gekozen

WHY ARE MY RETURNS BEING REJECTED?

Any goods returned without a return document inside the box will not be handled and will be returned at the customer's expense.