

Returns & Warranty

Note: this procedure is only applicable to items that have been bought via the Tacx Online Shop.

Order

Order number:

Order date:

{dd-mm-yyyy}

Date of receipt:

{dd-mm-yyyy}

Type of service request

Dead on Arrival

The product is fully or partly defective on receipt.

Transport damage

The package has been damaged or opened during transport.

Incorrect delivery

In the case of an incorrect delivery, you have received an incomplete or different product than you ordered.

Cancellation

If you are not completely satisfied with your purchase, you can cancel your delivery up to 14 working days after delivery. *Please select the first option if you wish to cancel your order because the product was defective on receipt.*

Defects

When the product becomes defective within the set warranty period, the warranty applies.

Please select the first option when the product was defective on receipt.

Products

Quantity

Product

Article number

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Problem description

Bank details

Please fill in your name and email address.

Name:

Email address:

Service request: Dead on Arrival

When the purchased product proves to be defective on receipt, the dead on arrival arrangement applies.

Report within 7 working days

You must report the defect of your product within 7 working days of receipt. Please include a clear description of the complaint. Our service & support department will contact you about the procedure you must follow as soon as possible.

Costs for the return will be reimbursed.

When the product is defective on delivery, Tacx BV will reimburse the standard shipping costs involved in returning the product. The maximum costs we reimburse can be found on the Tacx website.

Service request: Transport damage

When your order is (severely) damaged or has been opened on receipt, you must report this to us within the appropriate time after your discovery. Please include a clear description of the complaint and carefully save the original transport packaging. Our service & support department will contact you about the procedure you must follow as soon as possible.

4-6 week investigation

In most cases, an investigation will be initiated. This can take up to 4-6 weeks. If the investigation shows the damage has been caused by unsound transport, the complete order amount will be credited to you. The investigation period has been determined by our logistic partner and unfortunately cannot be shortened.

Note: Always report the damage to the driver on receipt. If the packaging has been damaged too severely, you are allowed to refuse the package. Tacx BV and the carrier cannot take responsibility if the damage has not been reported to our customer service within 7 working days.

Service request: Incorrect delivery

When you have received an incorrect or incomplete delivery, you must report this within 14 working days. Please include a clear description of the complaint and carefully save the original transport packaging. Our service & support department will contact you about the procedure you must follow as soon as possible.

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Service request: Cancellation

Note: If you have not received your order yet, please refuse the package on delivery. This will speed up the process and will save you the trouble of returning the package. However, it is important that you do complete this report.

If you do not wish to receive your order or are dissatisfied about your product, you can cancel the order. You qualify for a refund of the complete purchase price of the product if you meet the following conditions:

- The report is made within 14 working days after you have received the package
- The item is returned unused, undamaged and in its entirety
- The seal (if present) has not been broken
- The original packaging is undamaged and/or has been properly opened and closed
- Digital products, for which a license code has been given, cannot be exchanged or returned

Shipping costs for returns are not reimbursed.

You must pay the costs for the return yourself. When the product is received by us and we decide the cancellation meets the conditions above, the purchase price will be refunded within 14 working days. Products that have been purchased in the Tacx Online shop cannot be delivered to a Tacx dealer, distribution centre or (main) office.

Service request: Defect

When the purchased product becomes defective within the warranty period, the warranty arrangement applies. To all products, the statutory warranty period of two years applies. The following damages have been excluded from warranty and are thus not attended to:

- Defects caused by unsound use and/or user damage or damage caused by falling
- Defects caused by moisture or water damage
- Operation errors which create the impression the product does not work
- Products that have not been purchased in the Tacx Online Shop

Costs for returns will be reimbursed.

When the product is defective on delivery, Tacx International will reimburse the standard shipping costs involved in returning the product. The maximum costs we reimburse can be found on the Tacx website.