

Return and Refund Policy

Thanks for shopping on our website of ADDE AISBL

If you are not entirely satisfied with your purchase, we're here to help

Returns

You have 15 calendar days to return a printed Survey from the date you received.

To be eligible for a return, your item must be unused and in the same conditions that you received it.

Your item needs to have a receipt or proof of purchase

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card.

You will receive the credit within a certain amount of days, depending on your card issuer's policy.

Shipping

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are not refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact us

If you have any questions on how to return your item to us, please contact us by mail.