

Return & Refund Policy

Bonvin

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The Netherlands

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At Bonvin, we carefully curate each piece in our collection and want you to be completely happy with your purchase. Returns have a significant impact - on both our team and the planet. We kindly ask you to review all photos and details thoughtfully before ordering. If your item doesn't meet expectations, please find our return policy below.

1. General Provisions

This Return & Refund Policy ("Policy") governs the conditions under which products purchased from Bonvin ("we," "us," "our") may be returned and refunded. By placing an order with Bonvin, you ("you," "the customer") agree to the terms set out herein. This Policy forms an integral part of our Terms & Conditions.

2. Return Eligibility

- Customers located within the European Union ("EU") may return eligible items within **14 days** from the date of receipt.
 - Items must be returned in their **original condition**, including original packaging, dust bags, boxes, certificates, labels, accessories and with the **safety tag** still attached on the item.
 - Any **tampering with serial numbers, date codes, stamps, or watch movements** voids the right to return.
 - Personalised or customised products are **not eligible** for return.
 - Sale items are considered final purchase and cannot be returned, unless otherwise required by law.
 - Returns, refunds, or exchanges are **not accepted** for orders placed from or shipped outside of the EU.
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3. Return Process

- To initiate a return, customers must contact Bonvin via the **contact page** or by replying to the **order confirmation email**, citing the order number.
 - A **pre-paid DHL return label** will be provided by Bonvin.
 - The return must be dispatched within 3 days of receiving the return label.
 - Bonvin is not liable for any loss or damage to return parcels once they have been handed over to parcel shops or third-party access points.
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4. Return Costs

The cost of return shipping will be **deducted from the refund amount**. Shipping costs originally paid at checkout are **non-refundable**. The return shipping costs vary by region and are equivalent to the cost of DHL return shipping.

5. Refunds

- Refunds will be issued to the account that was used on the original order.
 - Refunds will be processed within **5–10 working days** after Bonvin has received and inspected the returned item.
 - The exact time frame may depend on your bank, credit card provider, or payment method
 - If you have requested a refund on an order which includes a promotional discount, you will be refunded the amount that has been paid.
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6. Exchanges

Bonvin does not offer direct exchanges. If you wish to exchange your item, you must first return the purchased item for a refund and place a new order through our webshop or via one of our sales assistants.

7. Damaged or Incorrect Items

- In the unlikely event your item arrives damaged during transit, please notify Bonvin within 48 hours of delivery, providing photographic evidence of the damage.
- Bonvin will initiate an investigation with DHL, which may take up to 10 working days.
- If DHL confirms liability and issues an insurance payout, Bonvin will refund the customer in full, excluding the original shipping costs, which are non-refundable.
- If DHL does not accept liability, the customer will be asked to either return the item or choose to keep the item. Once received in case of a return, Bonvin will refund the purchase price, excluding both the original shipping costs and the cost of return shipping.

8. Inspection & Condition of Returned Items

- Returned items will be inspected upon arrival at Bonvin.
 - Returned items must be in the same condition as when delivered. Any signs of additional wear, alteration, tampering, or removal of the safety tag will render the item ineligible for refund.
 - Bonvin reserves the right to reject a return if the item is not returned in its original condition.
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9. Exceptions

- Personalised or customised products are **non-returnable**.
 - Items returned outside the 14-day return period will not be accepted.
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10. Amendments

Bonvin reserves the right to amend this Return & Refund Policy at any time. Any changes will apply to future orders only.