Internova Professional Lighting BV
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www.internova.nl
Chamber of Commerce: Breda 20079768
VAT nr: NL812283570B01

Terms of delivery | returns policy Internova Professional Lighting B.V .:

Internova Professional Lighting B.V. can only accept returns if you have previously requested an RMA document. You can request a return request form by phone +31 (0) 76-5205566 or by email info@internova.nl.

On all returns we charge 10% administration / return costs of the net amount to be credited.

Additional guidelines:

1. Returns will only be processed if they have been reported by telephone or in writing within 14 days of the delivery date, unless an article shows a factory defect * within the warranty period.
2. Customer specific items and tailor-made items will not be returned.
3. Always state the invoice number and reason for return with your request.
4. Return costs are 10% of the net amount to be credited.
5. If the reason for return is demonstrably caused by an error of Internova Professional Lighting B.V. if there is a factory defect * on arrival or within the warranty period of the article, no return costs will be charged and also article 2 of these guidelines does not apply.
6. The packaging must be original and undamaged. It should not have stickers or adhesive tape on it.
7. The goods must be returned undamaged.
8. The completed RMA form must be enclosed with the return together with the invoice for the goods.
9. Shipping costs are for your own account, except when the reason for return is demonstrably caused by an error of Internova Professional Lighting B.V. or has a factory defect upon arrival or within the warranty period of the item.

Without a RMA form and invoice of the goods, your return request / return cannot be processed.
Light sources and glassware are not covered by the warranty and cannot be returned.

* A factory defect is exclusively a defect that is the result of a production defect, under normal prescribed use of the article.

Defects arising from careless use are expressly excluded from the warranty. Fall and impact damage, moisture damage and if modifications have been made to the item that cause the mechanical or technical specifications to differ from the original product features.

The following applies to defective items outside the warranty period:
These items can only be repaired (if possible) and not credited.
Depending on the complaint or repair, investigation costs may be charged.

You can contact our after sales department via the email address info@internova.nl or by phone +31 (0) 76-5205566