

Cancellation and Return Policy

The processing and restocking of returns causes high costs. We have to charge the following costs for cancellations and returns, we ask for your understanding:

- The cancellation/ return requires written form and is only possible with prior approval by Gräf & Meyer GmbH.

Cancellation fees

- A free cancellation is only possible if no order confirmation has been sent yet.
- For cancellation of confirmed orders, we charge 10% of the net order value.

Return of goods/ restocking fees

- Please note that we can only accept returns within 4 weeks from the delivery note date.
- For returns in unopened original packaging, we deduct 10% of the net order value.
- For returns in non-original packaging, we deduct 15% of the net order value.
- For replacement of original packaging, we also deduct €10.00 per packaging.
- Custom-made or special orders, as well as soiled, damaged, or used goods are excluded from the return policy.
- Accumulators are excluded from returns once the original packaging has been opened.
- Incurred shipping costs are excluded from the credit.
- Please note that credits cannot be redeemed for cash. However, you can apply your credits towards future payments.

Management

Patric Landes

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