Water Robin B.V.
Loosdrecht
The Netherlands

Version English, translated from the Dutch original, Last update: 4 February 2026

Cooling-off Period and Returns Policy

Right of return:

You have the right to cancel your order up to **14 days** after the day of receipt, without giving any reason. After cancellation, you have a further **14 days** to return your product. You will then be refunded the full order amount, including the original shipping costs. Only the costs of returning the product from your home to the webshop are at your own expense. These costs amount to approximately **€7.25 per parcel**; for exact rates, please consult the website of your carrier.

If you exercise your right of withdrawal, the product must be returned to the entrepreneur with all supplied accessories and, where reasonably possible, in its original condition and packaging.

To exercise this right, you may contact us at **shop@waterrobin.nl**. We will then refund the order amount due within **14 days** after notification of your return, provided that the product has already been received back in good order. If the product is damaged or the packaging is more damaged than necessary to assess the product, we may charge you for the resulting reduction in value. Please therefore handle the product with care and ensure that it is properly packaged when returning it.

Product exchange

Would you like to exchange your product? No problem at all. You can contact us at **shop@waterrobin.nl** to arrange this. Please note that the cost of returning the product is at your own expense.

Incorrect delivery address provided

Have you accidentally provided an incorrect delivery address? Please contact us as soon as possible. We will then try to amend the order for you. If the product has already been dispatched, it is your responsibility to trace the parcel.

Exception: customised products

Some products purchased through this webshop are made to order based on the specifications you provide. The right of withdrawal therefore does not apply to these specific products. Once payment has been successfully completed, the sale of these products is final.

Exception: sealed products

For products that are not suitable for return for reasons of health protection or hygiene, you have the right to cancel your order within **14 days** after the day of receipt, without giving any reason, **provided that the seal has not been broken**. Once the seal has been broken, the order is final and the product can no longer be returned.

If you exercise your right of withdrawal, you have a further **14 days** after cancellation to return the product. You will then be refunded the full order amount, including the original shipping costs. Only the costs of returning the product from your home to the webshop are at your own expense. These costs amount to approximately **€7.25 per parcel**; for exact rates, please consult the website of your carrier.

If you exercise your right of withdrawal, the product must be returned to the entrepreneur with all supplied accessories and, where reasonably possible, in its original condition and packaging. To exercise this right, you may contact us at **shop@waterrobin.nl**. We will refund the amount due within **14 days** after notification of your return, provided that the product has already been received back in good order.

If the product is damaged or the packaging is more damaged than necessary to assess the product, we may charge you for the resulting reduction in value. Please therefore handle the product with care and ensure that it is properly packaged when returning it.

Return address

Water Robin B.V.
Oud Loosdrechtsedijk 139
1231 LT Loosdrecht
The Netherlands

For shipments from outside the EU

For return shipments sent from outside the EU, import duties or taxes may be charged. These costs will be deducted from the amount to be refunded.

When you return an order to us from a country outside the European Union (EU), Dutch customs authorities may charge import duties or taxes again upon arrival. These costs are initially charged to **Water Robin B.V.**, but remain the responsibility of the sender (the customer).

To avoid additional costs, it is important that the parcel is clearly marked as a return shipment. Please write on the parcel **and** on the customs documents:
“Return shipment – originally exported order [your order number]”.

By including this description, customs can recognise the shipment as returned goods rather than as a new import shipment. In many cases, this means that no import duties need to be paid — however, this is not guaranteed, as the final decision always lies with customs.
Water Robin B.V. cannot be held liable for any customs decisions.

If customs nevertheless charge import duties or taxes, these costs will be deducted from the amount to be refunded. If the refund amount is insufficient to cover these costs, you will be required to pay the remaining balance. If you do not pay these costs, the parcel will not be released and will be returned to you. In that case, you will be required to pay import duties again upon receipt.

To prevent delays and double charges, we recommend:

- clearly marking the parcel with **“Return shipment”**;
- including the original order number;
- if requested, declaring a low customs value (**“value for customs purpose only”**).