

### **Important information about Warranty & Repair of your product**

Alpine strives to ensure that you are 100% satisfied with your purchase. Below, you'll find all information and the rules.

#### **Option 1: Package damaged**

Before you sign for receipt with the mailman, please check that the package is undamaged. DO not sign for receipt if you have received a damaged package. If you do not sign, the package is automatically returned to Alpine.

#### **Option 2. Product DOA (Dead On Arrival)**

In exceptional cases, a product may be dead on arrival. Please contact our customer service within 8 days after receipt, via +31 (0)346-333350 or [consumer@alpine.eu](mailto:consumer@alpine.eu) and file your complaint.

#### Rules DOA procedure:

1. The product must be in its original, unused state.
2. The product must be returned in the undamaged, non-inscribed factory packaging, with all accessories and booklets.
3. After receipt and inspection, Alpine will send you a new product free of charge and reimburse your shipping costs. Of course your return shipment must meet the aforementioned requirements. Alpine aims to process your return shipment within 5 work days after receipt.

#### **Option 3. Exchange and cancellation (Right of Withdrawal)**

You have the right to withdraw the agreement within a period of 14 days without provision of reasons. The period of withdrawal shall expire 14 days after the day on which you or a third party appointed by you, not being the carrier, gain physical possession of the last good. To exercise the right of withdrawal, you must inform us of your decision to withdraw the agreement by means of an unequivocal statement (for instance in writing by mail or e-mail). You can find more information in our terms of use ([www.alpinehearingprotection.com/terms-of-use/](http://www.alpinehearingprotection.com/terms-of-use/)).

To this end, you can use the withdrawal form on the second page, but you are not required to do so. You can send this form, or another clearly formulated statement to [consumer@alpinehearingprotection.com](mailto:consumer@alpinehearingprotection.com). If you make use of this possibility, we will immediately send you a confirmation of receipt by e-mail. In order to comply with the withdrawal period, it is enough to submit your notification regarding the fact that you are exercising your right of withdrawal before the withdrawal period has ended.

In this case, you shall bear the costs of the return shipment. The product – in its original packaging, postage paid, can be sent to:

Alpine Hearing Protection  
Attn. Dept. Returns  
Amersfoortsestraat 70d  
3769 AL Soesterberg  
The Netherlands

**Consequences of the withdrawal**

If you withdraw the agreement, you'll immediately be reimbursed all payments you have made up to that point, including shipping costs. We will initiate the reimbursement as soon as we have received the goods from you.



**Withdrawal form**

Please fill in and return this form if you wish to withdraw the agreement

To:

Alpine Hearing Protection  
Amersfoortsestraat 70d  
3769 AL Soesterberg The  
Netherlands  
[consumer@alpine.eu](mailto:consumer@alpine.eu)

I hereby inform you of the fact that I we are withdrawing our agreement regarding the sale of the following goods:

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Ordered on: ..... or received on: .....

Order number (listed on the confirmation and invoice):

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Your name: .....

Your address:

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Signature of consumer(s) (only when this form is submitted on paper)

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Date: .....

**Would you be so kind to explain why you are returning the product?**



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