



UNDO srl  
Chaussée de La Hulpe 177, Box 11  
B-1170 Brussels

Customer Service Phone: 1989 or +32490461999  
[support@undo.be](mailto:support@undo.be)  
[www.undo.be](http://www.undo.be)

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## Consumer Info

### 1. General

Except in case of "force majeure", the time for delivery of goods is minimum 3 days and maximum 30 days and the delivery term of services is minimum 2 days and maximum 10 days.

New goods purchased by consumers are subject to 2-year warranty as per the Belgian Civil Code. Second-hand goods purchased by consumers are subject to 2-year warranty as per the reseller policy.

### 2. Complaint

In case of any complaint, customers can contact the UNDO Customer service department, Phone +32 490 46 19 99 / email: [info@undo.be](mailto:info@undo.be) or the Telecommunications Ombudsman Service (Boulevard du Roi Albert II 8 boîte3, 1000 Brussels, tel. 02 223 09 09, [klachten@ombudsmantelecom.be](mailto:klachten@ombudsmantelecom.be)) or by the Online Dispute Resolution Platform (<http://ec.europa.eu/odr>).

### 3. Right of withdrawal

1. If the Customer is a consumer and the Contract is concluded at a distance or outside UNDO premises or its authorized agents' premises, the Customer shall have the right to withdraw from the Contract without giving any reason within 14 calendar days. This right is only available to natural persons who are acting for purposes that are not part of their professional activity.

2. The withdrawal period expires 14 calendar days after the day of delivery of the goods if the Contract relates to the sale of goods and 14 calendar days after the day of conclusion of the Contract if the Contract is a service contract or relates to digital content that is not provided on a physical medium.
3. To exercise the right of withdrawal, the Customer must inform UNDO of its decision to withdraw from the Contract by means of an unequivocal statement. To do this, the Customer may contact UNDO customer services department on 1989 (free number from an UNDO mobile phone) or +32 490 46 19 99 from another device (local rate), send an e-mail to [info@undo.be](mailto:info@undo.be) or send its decision by post to UNDO Customer service department, UNDO Chaussée de La Hulpe 177, Box 11, B-1170 Brussels. The Customer may, but is not obliged to, use the standard withdrawal form in the annex. In order to comply with the withdrawal period, it is sufficient for the Customer to send notification of its decision to exercise its right of withdrawal before the expiry of the withdrawal period.
4. If the Customer withdraws from the Contract, it shall recover all payments that it has already made at that time, including the delivery costs (with the exception of any additional costs linked to its choice of delivery method other than the less expensive standard delivery method offered by UNDO). Any installation costs that were booked prior to the withdrawal in order to provide services to the Customer shall not be reimbursed. If the Contract is a service contract and the Customer has requested the performance of the services during the withdrawal period, an amount corresponding to the services already provided at the time when the Customer informed UNDO that it was exercising its right of withdrawal may be invoiced.
5. The refund shall be made no later than 14 calendar days after UNDO has been informed of the Customer's decision to withdraw from the Contract. In the event of the sale of goods, UNDO may defer the refund until it has collected the goods or until the Customer has demonstrated that it has returned the goods, whichever event occurs first.
6. UNDO shall reimburse the Customer by the same method of payment by which the Customer made the initial transaction, unless the Customer agrees to the use of another method of payment. The Customer will not be charged any additional costs for this refund.
7. If the Customer has received goods under the Contract, it is obliged to contact UNDO to obtain instructions for returning the goods. The goods shall be returned at the Customer's expense and no later than 14 calendar days after the Customer has notified UNDO of its decision to withdraw. The goods must be returned intact and in their original packaging.



8. The Customer shall be responsible for any reduction in the value of the goods resulting from inappropriate use of the goods and for checking the nature, characteristics and proper functioning of the goods.
9. In the event of delivery of digital content not provided on a physical medium, the Customer acknowledges that it loses its right of withdrawal if performance has begun with its prior consent.

#### **4. Contract termination**

Unless agreed otherwise, your contract is concluded for an indefinite period. You can terminate your open-ended at any time in writing. If customers received, for free or at a reduced price, a product whose acquisition was linked to their subscription to a fixed-term contract, they may be asked to pay additional compensation.

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