



Referral Policy

Return policy

In accordance with article L.221-28 of the French Consumer Code, the right of withdrawal allows the consumer to cancel the order placed online within 14 days, without having to justify his decision and without incurring any other costs, except for possible return costs.

However, some products or services are not subject to the right of withdrawal and therefore can not be refunded. This is particularly the case of products made to the specifications of the consumer or clearly personalized: it was made especially for the consumer (custom-made for example).

Returns and exchanges

How to return a product?

Returns are possible within 14 days of the delivery date by sending your items by carrier to the address indicated, respecting the following instructions:

- Fill out the checkout form
- Make sure that the items are in their original condition.

If not, we will not be able to accept the returned merchandise or refund you.

If the item does not meet the specifications, the customer must state this on the inspection form, specifying the criteria that have not been met.

If the article respects the specifications, then the customer will have to motivate his choice to return the article to Ceedow.

Please note that Ceedow will only pay for the return shipping costs if the returned item does not meet the criteria listed in the specifications. If the article respects the criteria written in the specifications, the return costs will be charged to the customer.

What happens once the product is returned?

Once the control sheet is completed and the items are returned, a new schedule will be set up with a workshop residing in the same country as the customer. This workshop will be used for a counter-expertise (maximum 7 days).

Once the counter-expertise is done, the article is sent back to the base workshop which will have 30 days to send back the modified order.

A bonus is granted to the customer in case of non-compliance with the specifications and a malus is granted to the craftsman in case of non-compliance with the specifications.

What type of refund will be provided?

The refund will be made to the customer within 30 days after the return of the order by him.

The cost of return will be charged to the workshop if the returned item does not meet the specifications. Otherwise, they will be charged to the customer.

If the counter-expertise has been validated, all the expenses will be charged to the craftsman.

If the counter-expertise is not validated, all the expenses will be charged to the customer.

If the material has been provided by the customer, he will be reimbursed for the material and the labor costs in case of a defective product. The workshop will offer its labor in case of non-satisfaction from the customer. This means that the workshop will receive a part of the payment when the validator validates the products, then the second part of the payment when the customer validates the order.

If our validator validates the sending of an order that does not respect the conditions written in the specifications, then the customer will not pay the validation fees that will be offered.