

Legal Warranty

WARRANTY TERMS

On every article that we provide is the legal warranty applicable. This means that our article, at moment of delivery and with normal use, must be in good condition.

Service life

An article has to be used without any problems for at least an specific period of time. How long this period should be, depends on what it is. UNETO-VNI did research for the service life of al lot of different goods. This list can be consulted when you are curious at the service time of your article, check uneto-vni.nl.

Productstatus

The product is not good when it is damaged or broken.

During the warranty period

When a product does not stay in de expectable condition during the service life, we will try to find a fitting solution with you. For example, by giving a new product of refunding your money. Is the problem your own fault? Than we can't give you a refund or new article. Did you use the product normally but is it just worn out? Than we also can't acknowledge the right on warranty.

Proof of warranty

At CO-LAB Amsterdam C.V. the invoice is also the proof of warranty of the product. If you want to claim warranty, we will ask you for a copy of the invoice.

Complaint

If you have a complaint about one of our products, than we will judge if this is rightful. If it is rightful, all costs (including shipment) within period of warranty for account of CO-LAB Amsterdam C.V. If the complaint is not rightful we will return the product to you and aren't responsible for the costs of shipment.

Report your complaint

You can report your complaint at Customerservice@co-labamsterdam.com. For a prompt conclusion we ask you to send the picklist and product information.