

WITHDRAWAL - RETURN

- 1.1. In accordance with Articles L.121-20 et seq. of the French Consumer Code and the regulations applicable to distance selling of products and services, non-professional Customers have a 30-day right of withdrawal from the date of receipt of the Tracker. If this period ends on a Saturday, Sunday, holiday or non-working day, it is extended to the next business day.
- 1.2. Customers may exercise their right of withdrawal through a letter sent by certified mail. They must first contact the support team by email at family@weenect.com or by phone at +44.20.7039.1906 (for UK) or +49.32.212293336 (for Germany). The Customer must then return the Trackers to the Company in their original condition (accessories, instructions, original packaging) at his/her expense. If the above conditions are met, the Company will issue the Customer a refund in the form of a bank transfer for the amounts paid by him/her, within one month.
- 1.3. If returned Trackers do not comply with the return conditions (damaged packaging, open Product, missing instructions, etc.), a refund may not be issued for the Tracker and the Company will send the Customer a notification email. Only the Services and Subscriptions will be refunded.