

RETURNS POLICY

SLV exclusively supplies specialist retailers. Subject to this condition, the following guidelines apply to returns that do not fall under the guarantee:

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1. SLV only processes returns from specialist retailers.
2. SLV accepts returns that are received by SLV GmbH up to 6 months following the SLV invoice date.
3. For the storage of items that are sent in for a refund 3 months after the invoice date specified by SLV, a storage fee amounting to 20% of the declared simple net value shall be due.
4. For returns sent in without prior notice, we reserve the right to issue an administration fee amounting to 20% of the total product value. You can make a prior arrangement via our online form or directly through our customer service center.
5. Shipping costs and cargo risks are covered by the dealer; this excludes wrong deliveries by SLV.
6. SLV will only issue refunds for unused lights and new, undamaged goods sent back in the original, intact packaging. However, opening the SLV seal is not counted as damage, and random functionality checks do not count as usage.
7. Returns are checked, sorted and refunded by SLV. Only the item quantities determined by SLV can be processed for a refund.
8. Items which are tailor-made, modified or incomplete are exempt from the return rights.

IF YOU HAVE ANY QUERIES, OUR CUSTOMER SERVICE CENTER WILL BE MORE THAN HAPPY TO HELP YOU. JUST CONTACT VIA.

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