

## Shipping and returns our Product/ Services

The stated prices do not include shipping costs.

### The shipping costs are:

- Each product shows the prize for shipping for that specific product, with a quantity of one, unless other said.
- We ship only to Germany & the Netherlands
- Shipping to Germany is through DHL
- Shipping to the Netherlands is through PostNL
- Mailbox packages & packages from €4,10 or more will come with a track & trace
- Shipping duration between 2- 7 days
- All products are exempted from BTW/ VAT/ TAX

Packages will be mailed out on Thursdays & Fridays, within the exemption of Holidays or when the House of Voice office is closed. We will make sure to let you know on the website when House of Voice will be Out of Office.

In order to have your package be mailed out on a Thursday, we'll need your order before Wednesday 5pm. In order to have your package mailed out on a Friday, we'll need your order on Thursday before 5pm. When the order is after this time, it will be sent out the next possible Thursday or Friday.

### DISCLAIMER PRODUCTS

House of Voice isn't responsible, nor liable for packages that have gone lost. Please contact PostNL (the Netherlands) or DHL (Germany) when you haven't received your package after 10 days.

### Returns

It isn't possible to return the Lax Vox tube, SOVT Straws or Inhalator due to hygiene.

When a product arrives damaged upon arrival, you may send the product retour.

To exercise the right of withdrawal, you must send this notification to

[info@houseofvoicecoaching.com](mailto:info@houseofvoicecoaching.com)

Include within the e-mail photo's of the damage. You can also send them through text: 00315611194210. Once we have acknowledged that it is indeed damaged you may send us the products retour to the address below.

Please note that the costs and responsibility for the return are for yourself. We recommend that you use a Track & Trace code for returns, because you cannot hold us liable if a package is lost.

House of Voice would like to receive the track and trace code of the returned package.

Provide the product with the original packaging and pack it with care.

Add the packing slip to your return shipment

Frank the package sufficiently

Return your shipment within 14 days to the address below

After processing your return, you will receive a refund within 14 days on the bankaccount you payed from.

Unfortunately, we cannot credit returns that are not carefully packaged or arrive damaged.

#### **Return address**

**House of Voice**

**Monierweg 12, Kamer 0.07**

**7741 KT**

**Coevorden**

## **Complaints**

If you have a complaint about our products or our service, you can contact us via the contact form. We will respond substantively within 14 days.

