

What about the right of withdrawal?

If you as a consumer have ordered something from Beyuna.ae, you have a 30-day period from the moment you receive the product to annul the agreement under your right of withdrawal. You are not required to provide a reason. This is also referred to as time to reflect.

Please note: Withdrawal is only possible if you have not broken the seal on our products.

Until when can I invoke my right of withdrawal?

The withdrawal period ends 30 days after the day on which you or a third party designated by you (which is not the carrier) gets physical possession of the product. If you have ordered several products at once, and they are delivered separately, the withdrawal period ends 30 days after the day on which you or a third party designated by you (which is not the carrier) gets physical possession of the final product.

How do I invoke my right of withdrawal?

To exercise your right of withdrawal, you can inform us by an unequivocal statement of your decision to withdraw the agreement (your order). This can be done, for example, by sending us a letter or an email.

Beyuna Natural Food Supplements LLC
Level 3, Building C3, Dubai World Trade Centre
Sheikh Zayed Road, PO Box 9573
Dubai - United Arab Emirates (UAE)

customerservice@beyuna.com
beyuna.ae

For the withdrawal, please use our withdrawal form which you can find in the footer of the website. If you choose this option, we will immediately send you an acknowledgement email of your withdrawal.

To meet the withdrawal deadline in time it is sufficient to send the message about your withdrawal before the withdrawal period has expired.

You should then return the corresponding products to us immediately including the withdrawal form, or in any event no later than 30 days after the day you informed us of the withdrawal. You are on time if you return the products before the 30-day period after the notification of withdrawal has expired. The direct costs of returning the products are for your account.

Consequences of the withdrawal

If you annul an agreement (order), we will refund you the amount you paid immediately or in any event no later than 30 days after we were informed of your decision to annul the agreement. Notwithstanding this, we are allowed to withhold reimbursement until we have received the corresponding products, or you have demonstrated that you have returned the products, whichever date is first. We will pay you back with the same payment method you used for the original payment, unless have you expressly agreed to a different form of reimbursement. In any case, we will not charge you a fee for the reimbursement.

What will I be reimbursed and what part should I pay?

In case of withdrawal, you will receive back all payments that you have made to us up to the time of your withdrawal notice. This includes shipping costs, unless you have opted for a (more expensive) shipping method other than the cheapest standard shipping method we offer. In that case, you will not be reimbursed for the additional costs resulting from that choice. You bear the cost of returning the products. We do not charge a fee for the refund.

You will be liable for any depreciation of the products, to the extent that this depreciation is the result of using the products beyond what is necessary to establish to the nature, characteristics and functioning of the products. We will deduct this depreciation from the amount to be refunded to you.

Exceptions

This right of withdrawal and the related termination option do not apply if you have placed an order with us via Beyuna.ae as an 'Independent Sales Representative'.

Moreover, the right of withdrawal and the related termination option do not apply to sealed products that are unsuitable to be returned for reasons of hygiene and health protection and whose seal was broken after delivery. This also applies to our products (food supplements). So, if you have broken the seal of our products after receipt, you can no longer invoke the right of withdrawal described above.

You can return the products to:

**IQ Fulfillment Warehouse
Dubai Investment Park
1 Street #62 - Warehouse #5
Dubai - United Arab Emirates (UAE)**

Please add the withdrawal form.