



Cancellation and Returns Policy (EU Consumer Rights Compliant)

Effective Date: 14-07-2026

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This Cancellation and Returns Policy explains your rights when purchasing physical goods from **The Menopause Club** through our website or other distance selling channels. This policy is intended to comply with the **EU Consumer Rights Directive (Directive 2011/83/EU)** and applicable national consumer protection laws.

Nothing in this policy limits or excludes any statutory rights available to consumers under applicable law.

1. Scope

This policy applies to purchases of physical goods made by consumers within the European Union.

Business-to-business (B2B) purchases may be subject to separate contractual terms.

2. Your Right to Cancel

If you are purchasing as a consumer, you have the legal right to cancel your order within **14 calendar days** without giving any reason.

The cancellation period expires **14 days after the day you, or a third party nominated by you (other than the carrier), takes physical possession of the goods.**



To exercise your right to cancel, you must notify us before the cancellation period expires.

You can do this by contacting:

The Menopause Club

Email: info@menopauseclub.org

Address: Moestuinlaan 51, 1036 KD, Amsterdam, The Netherlands

Your cancellation notice should include:

- Your name
- Order number
- The products you wish to cancel
- Your contact details

You may use the model cancellation form at the end of this policy, but you are not required to do so.

3. Returning Goods

After notifying us of your cancellation, you must return the goods without undue delay and no later than **14 days** after informing us of your decision to cancel.

Unless we agree otherwise, returned goods should be sent to:

The Menopause Club; Moestuinlaan 51, 1036 KD, Amsterdam, The Netherlands

The customer is responsible for the direct cost of returning goods unless:

- we have agreed to pay those costs;
- the goods were faulty;
- the goods were incorrect; or
- applicable law provides otherwise.

We recommend using a tracked delivery service, as you remain responsible for the goods until they are received by us.



4. Refunds

Once we receive the returned goods, or receive evidence that they have been returned, we will reimburse all payments received from you, including the standard cost of delivery (where required by law).

Refunds will be made using the same payment method used for the original purchase unless you expressly agree otherwise.

Refunds will be processed within **14 days** of receiving the returned goods or acceptable proof of return.

If you selected a delivery option more expensive than our standard delivery service, the additional delivery cost will not be refunded.

5. Condition of Returned Goods

You may inspect the goods in the same manner as you would in a physical retail shop.

You are only liable for any diminished value resulting from handling beyond what is necessary to establish the nature, characteristics, and functioning of the goods.

Goods should, where reasonably possible, be returned:

- complete;
- with accessories;
- with instructions;
- in their original packaging where available.

The absence of original packaging does not automatically remove your statutory cancellation rights.



6. Exceptions to the Right of Cancellation

Under Article 16 of the EU Consumer Rights Directive, the right to cancel does **not** apply to certain goods, including:

- goods made to the consumer's specifications or clearly personalised;
- sealed goods that are not suitable for return due to health protection or hygiene reasons, once unsealed after delivery;
- sealed audio, video recordings or computer software that have been unsealed after delivery;
- newspapers, magazines or periodicals (except subscription contracts);
- goods which, after delivery, are inseparably mixed with other items;
- goods liable to deteriorate or expire rapidly.

Where one of these exceptions applies, it will be clearly indicated before purchase.

7. Faulty, Damaged or Incorrect Goods

This policy does not affect your statutory legal rights regarding faulty or non-conforming goods.

If your goods:

- arrive damaged;
- are defective;
- develop a fault;
- do not match their description; or
- are incorrect,

please contact us as soon as possible.

Where required by applicable consumer law, you may be entitled to:

- repair;
- replacement;



- price reduction; or
- a full or partial refund.

Where goods are faulty or supplied incorrectly, we will reimburse reasonable return shipping costs where required by law.

8. Exchanges

If you would like a different size, colour or product, please contact us.

Exchanges are subject to stock availability and may require the original item to be returned before a replacement is dispatched.

9. Late or Missing Refunds

If you have not received your refund after the applicable processing period:

1. Check your bank account.
 2. Contact your payment card provider or bank.
 3. Contact us using the details below.
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10. Contact Information

The Menopause Club

Customer Service Email: info@menopauseclub.org

Postal Address: Moestuinlaan 51, 1036 KD, Amsterdam, The Netherlands



11. Model Cancellation Form

(Complete and return this form only if you wish to cancel the contract.)

To: **The Menopause Club**: Address: Moestuinlaan 51, 1036 KD Amsterdam, The Netherlands

Email: info@menopauseclub.org

I hereby give notice that I cancel my contract for the purchase of the following goods:

Order Number:

Ordered on:

Received on:

Consumer Name:

Consumer Address:

Signature (only if submitted on paper):

Date:
