

Refund & Returns Policy

Effective Date: Nov 25

Thank you for shopping with **Hoxivion**. We want you to be completely satisfied with your purchase. If, for any reason, you are not fully happy with your order, we offer a fair and customer-friendly **return and refund policy** in accordance with **German law** and the applicable **EU consumer protection regulations**.

Please read this policy carefully to understand how returns and refunds are handled at Hoxivion.

1. General Return Conditions

1.1 Return Period

You have the right to return products within 30 **days** of receiving them, **without providing any reason**, as required under Article 9 of the EU Consumer Rights Directive (2011/83/EU).

1.2 Condition of Returned Goods

To be eligible for a return, the product must be:

- Unused and undamaged,
- Returned in its original condition,
- Packed in the original wooden crate and protective packaging in which it was delivered.

Our desks are delivered **90% pre-assembled**. Returns must include all original parts and must be returned in assembled condition as received.

1.3 Packaging Notice

Each item is shipped in a custom-made wooden crate. Please **retain the crate and packaging materials** for at least 30 days in case you decide to initiate a return. If the crate is destroyed, return shipping may be refused or subject to deductions.

2. Return Process

2.1 Initiating a Return

To initiate a return, please contact our customer support at:

 **Email:** support@burolife.de

Please include the following details in your message:

- Order number
- Full name
- Reason for return (optional)
- Photos of the product, if damaged or defective

3. Return Shipping Costs

3.1 Shipping Costs

The full product price, including VAT, is fully refundable. Please note that transport costs are not included in the product price; these are paid directly to our transport partner on your behalf and are non-refundable.

3.2. Who Ships the returns: The customer is responsible for returning the product. We can offer a paid pickup service for returns from your address upon request;

3.3 Damage Deductions: If the returned product or packaging is found to be damaged or incomplete, Hoxivion reserves the right to deduct the cost of repairs or replacements from the refund amount.

3.4 False Contact and address information and absent to receive the Order

Our delivery partner will contact you to schedule a convenient delivery date. Please note that if you confirm the appointment but are not available at the agreed time, the delivery company may apply an extra charge for re-delivery.

4. Refund Conditions

4.1 Inspection & Approval

Once your return has been received and inspected at our logistics center, you will receive an email confirming the status of your return.

4.2 Refund Amount

If your return is approved, we will issue a refund of the purchase price, **excluding original shipping costs**, unless the return is due to a product defect.

4.3 Refund Timeline

Refunds are processed within **7 days** of receiving the returned item. The amount will be refunded via the **original payment method**.

5. Order Cancellation Before Shipping

5.1 Cancellation Request

If you wish to cancel your order before it has been shipped, please contact us immediately at:

 Support@burolife.de

if the product shipped you will pay the send and receive costs both.

5.2 Full Refund

If the cancellation request is received and processed **before the product is dispatched**, you will receive a **full refund**, including shipping costs.

6. Warranty and Legal Guarantee

6.1 Statutory Warranty (Gewährleistung)

In addition to your right of return, you are entitled to statutory warranty rights under German law (§§ 434 ff. BGB). If the delivered item is faulty or defective, you have the right to request repair, replacement, or refund under the applicable legal conditions.

6.2 Voluntary Manufacturer Warranty (if applicable)

If a specific product comes with an additional manufacturer's warranty, the terms will be specified in the respective product description or documentation. In our case only the Electrical parts has 2 years warranty .


7. Contact Information

If you have any questions about this Return and Refund Policy, please contact:

Hoxivion

Tristanstraße 18

82110 Germering, Germany

 Email: Support@burolife.de

We fully comply with German and EU consumer protection laws, including the Fernabsatzgesetz, Widerrufsrecht, and DSGVO. Our goal is to ensure a secure, fair, and transparent customer experience for all shoppers across the European Union.