

# Warranty and return policy

## 14-day return period

You have the right to withdraw from the purchase agreement without stating reasons within 14 days after receiving the ordered items. After withdrawal you have another 14 days to return the items. You will receive a full refund including shipping costs (to you). In case you return only a part of a larger order, shipping costs (to you) will be split proportionally. Costs involved in shipping the item back to us are on your own account, and will not be refunded.

If you appeal to your right of withdrawal, you shall return the product and all included accessories in original state and packaging - if reasonably possible - to us. Please contact us at [info@riversynths.com](mailto:info@riversynths.com) if you wish to withdraw. We shall refund within 14 days after receiving the returned item, provided the item arrived in good shape.

## Exceptions

Exceptions on the above mentioned return policy are made for the following products:

- a. Custom products made to your specifications
- b. DIY products that have already been (partly) assembled after you received them

## Warranty

Warranty is governed by Dutch law for all River Creative Technology products. This warranty covers any defect in the manufacturing of this product for one year following the date of purchase. This warranty does not cover any damage or malfunction caused by incorrect use – such as, but not limited to, power cables connected backwards, excessive voltage levels, or exposure to extreme temperature, moisture levels or chemical substances.

The warranty covers replacement or repair, as decided by River Creative Technology. Please contact our customer service ([info@riversynths.com](mailto:info@riversynths.com)) for a return authorization before sending the module. The cost of sending a module back for servicing is paid for by the customer, unless Dutch warranty law prescribes otherwise. Modifications to any product, or repair attempts to a pre-assembled product will void warranty.

## Corporate identity

River Creative Technology  
Vissen 25  
6662 CN Elst (Gld)  
The Netherlands  
[info@riversynths.com](mailto:info@riversynths.com)  
C.C.: 64029492  
VAT: NL001440521B16

## Model withdrawal form

(please only fill out this form if you wish to withdraw from the purchase agreement)

— To  
River Creative Technology  
Julius Civilisplein 36  
6661 SR Elst (Gld)  
The Netherlands  
info@riversynths.com

— I/We (\*) hereby inform you that I/we (\*) wish to revoke the agreement on the sale of the following products:

— Ordered on (DD-MM-YYYY) :

— Order number :

— Received on (DD-MM-YYYY):

— Your name/names:

— Your address:

—Your bank account (IBAN or full bank details):

— Your signature (only when submitted in paper form)

— Date (DD-MM-YYYY):

(\*) Delete and/or complete where appropriate