VAYNEXO · ENGLISH

# Returns and Refunds Policy

Last updated: 22 November 2026

## 1. Scope

This policy concerns items and services sold by Ludovic Peene under the Vaynexo name, BCE 0817.437.905, VAT BE 0817.437.905, Rue de Gravière 15/003, 5000 Namur, Belgique. Contact: hello@vaynexo.com; +32 475 34 65 75.

Withdrawal allows a consumer to reverse a contract under statutory conditions. Cancellation ends a service or its renewal in accordance with its terms. Remedies for lack of conformity or non-performance are separate from these procedures.

Vaynexo does not offer an additional general “satisfaction or your money back” guarantee unless a particular commitment is expressly announced. This does not limit any statutory right.

Sections 2 to 6 describe the European withdrawal regime applicable to the relevant contracts and do not reduce any more favourable mandatory national protection. The special rules in section 8 apply where the sale is covered by Thailand’s Direct Sales and Direct Marketing Act. The European regime’s exclusions and charges are not automatically applied to that Thai regime. In other countries, applicable mandatory rights and the accepted offer determine the customer’s rights.

## 2. Consumer withdrawal — European regime

For a distance purchase eligible for withdrawal, you have fourteen calendar days to communicate your decision without having to give a reason.

For a physical item, including a sale combining that item with its digital features, the period starts on the day after receipt of the item by you or a third party you have designated, other than the carrier. Where several goods from the same order are delivered separately, the period is calculated from receipt of the last item, according to the applicable rules.

For a standalone digital service contract, such as a separate Premium subscription, the period starts on the day after the contract is concluded.

It is sufficient to send an unequivocal statement before the period expires. You can use “Withdraw from a contract” at https://vaynexo.com/en/withdraw/, email hello@vaynexo.com or send a letter to the business address above. The model at the end of this page is optional.

The online function allows you to identify the contract, check your statement and then click “Confirm withdrawal”. An acknowledgement containing the statement, its date and time is sent to you without delay by email. Exercising your right within the time limit does not depend on Vaynexo’s subsequent approval.

If the legally required withdrawal information was not provided, statutory extensions apply, potentially up to twelve months after the original period ended. If the information is supplied during that extension, the period ends fourteen days after you receive it.

## 3. Standard and customised items

Standard items are subject to the right of withdrawal when sold at a distance to a consumer. A serial number, unique QR code or activation is not sufficient to remove that right.

The right of withdrawal does not apply to goods made to your specifications or clearly personalised, for example where your name or logo is specially printed on the item, if the statutory conditions for that exception are met. The customisation concerned and the absence of a withdrawal right are disclosed before the order.

Merely choosing a standard size or subsequently editing your online profile must not be confused with customised physical production. The exception applicable to a customised item does not automatically exclude withdrawal from a standalone digital subscription.

Guarantees and remedies for defects remain applicable to customised goods.

## 4. Services started immediately

If you expressly request a paid service to start before the withdrawal period expires, you retain your right during the applicable period until the statutory conditions for losing it are met.

If you withdraw, only the proportionate amount for the service actually provided up to your notification may remain payable where the statutory conditions are met, including prior information and your express request. For continuous access billed annually, the calculation is based on the duration actually provided and the agreed price. No unagreed preparation charge or activation fee is added after the order.

Without an express request or the required information, amounts excluded by law are not charged. The twelve months of Premium advertised as included do not give rise to an invented retrospective value or retroactive charges.

Activating a profile or opening your account area does not constitute full performance of a year’s service. The rule specific to downloaded digital content is not applied to you merely because of that activation.

If you do not request an early start for a standalone paid service, it starts when the withdrawal period expires; service and billing dates are adjusted so that the purchased period is not reduced.

## 5. Returns

After notifying us, return or hand over the goods to Vaynexo within fourteen days at the following address: Ludovic Peene — Vaynexo, Rue de Gravière 15/003, 5000 Namur, Belgique, unless another address is agreed without affecting your rights.

You bear the direct cost of return if you were informed of this before ordering; Vaynexo bears that cost if the information was not provided or Vaynexo agreed to cover it. This rule is separate from returns required under the statutory guarantee, which must not result in charges for the consumer.

Protect the goods during transport. The original packaging is useful if available, but its absence does not automatically exclude withdrawal. A deduction for diminished value may be made only under statutory conditions, for handling beyond what was necessary to establish the nature, characteristics and functioning of the goods.

## 6. Refunds

Refundable sums are returned without undue delay and no later than fourteen days after your notification, including the standard delivery cost corresponding to the withdrawn order. Any additional charge resulting from your choice of a delivery method more expensive than the standard method offered does not necessarily have to be refunded.

For goods, Vaynexo may withhold the refund until it receives the goods back or receives evidence that they have been sent, whichever occurs first, unless it offers to collect them itself.

The refund uses the original payment method unless you expressly agree to another method at no cost to you. A credit note is not imposed. Payment processing charges borne by Vaynexo are not deducted as administration fees from a refund legally owed.

Withdrawal ends the relevant contract and ancillary contracts under statutory conditions. The corresponding digital access may be disabled when the withdrawal is processed; Vaynexo identifies the services concerned.

## 7. Defects, guarantees and cancellation

A non-conforming item, manufacturing error attributable to Vaynexo or service not provided is handled independently of the withdrawal period. Send a description of the problem and a reference allowing the purchase to be found to hello@vaynexo.com. A photograph may assist diagnosis without being a systematic condition for exercising your remedy.

Under Belgian law, new goods sold to a consumer benefit from a two-year statutory guarantee from delivery, with the specific rules for associated digital elements and their continuous supply. Where the consumer chooses repair under that regime, the guarantee period is extended once by one year. Before bringing the goods into conformity, Vaynexo informs the consumer of their choice between repair and replacement under statutory conditions. Report a defect as soon as you discover it; the Belgian notification period is two months. Neither that period nor the Belgian guarantee duration reduces more favourable mandatory protections applicable in another country, including where a guarantee depends on the goods' reasonably expected lifespan. Remedies include, under statutory conditions, repair or replacement free of charge, a price reduction or termination of the contract. Continuous digital services must remain in conformity throughout the supply period.

Preventing Premium renewal stops the next billing; it does not automatically mean a refund for a period already provided. Rights to cancel after automatic renewal and the corresponding refunds are described in section 6 of the Terms and Conditions. Withdrawal and remedies for non-performance or lack of conformity remain separate.

Business customers do not have a general statutory right of withdrawal equivalent to that of consumers. Rights arising from their contract, a failure to deliver or applicable statutory guarantees remain unaffected.

For an appointment or service sold by a business using Vaynexo, contact that business, which is the seller. A payment link or payment through Stripe Connect does not transfer performance of that service to Vaynexo. Cancelling an appointment does not, by itself, issue a refund.

## 8. Consumers in Thailand

Where your purchase is covered by Thailand's Direct Sales and Direct Marketing Act, you may give written notice exercising the statutory cancellation right within seven days of receiving the goods or service, under the

conditions of that Act. You may email hello@vaynexo.com, use our online form or send your statement to the seller’s address shown on your sales document. Giving a reason is not a condition for exercising this right.

Vaynexo then refunds the amounts due in full within fifteen days of receiving your notice. European rules allowing a refund to be withheld until the goods are returned are not applied against this Thai right where they conflict with it.

For the goods concerned, you may, in particular, keep them available at your home for twenty-one days for the seller to collect, or use the statutory postal return method at the seller’s request and expense. You may exercise the right to retain the goods until refunded under statutory conditions. Contact us to arrange this without return costs being imposed in conflict with that regime. Keeping the goods available is not the same as an obligation to ship them to Belgium at your own expense.

European exceptions concerning customisation or the start of a service are not automatically applied to this Thai right. Guarantees and other mandatory remedies remain applicable. The sales document supplied for transactions covered by this regime presents, in understandable Thai, the parties’ identities, dates, payment, delivery, return arrangements, guarantees and a clearly highlighted cancellation right.

## 9. Model withdrawal form

Complete and return this form only if you wish to withdraw.

To Ludovic Peene — Vaynexo, Rue de Gravière 15/003, 5000 Namur, Belgique; hello@vaynexo.com.

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract of sale of the following goods (*) / for the provision of the following service (*):

Goods or service concerned:

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s), only if this form is sent on paper:

Date:

(*) Delete as appropriate.

You may add your email address and order reference to help us process your request. Use of this model is not compulsory.