

Return Policy

(Online Orders at www.thorcarbon.com)

You have the right to return ordered products **within 100 days** of receiving your order.

During this period, you may handle the product as necessary to determine the nature, characteristics, and functioning of the product — as you would be allowed to do in a physical store.

You may remove the product from its packaging unless the packaging contains a seal that would be broken by opening.

The withdrawal period expires 100 days after the day on which you, or a third party designated by you (other than the carrier), physically receives the product.

If you ordered multiple products with different delivery times within one order, the withdrawal period expires 100 days after you receive the last product or part.

In case of an agreement for regular delivery of products over a set period, the withdrawal period expires 100 days after receipt of the first product.

To exercise your right of withdrawal, please send us a message via our website.

After submitting your request, you must return the products within 14 days.

We kindly ask you to return the products as complete as possible and in their original packaging.

Conditions for returns & exchanges

To qualify for a return or exchange, the following conditions must be met:

- The product must not be damaged and must be in 100% original or new condition.
- The product must be returned complete, including all original parts and components.

If these conditions are met, please:

1. Contact us via WhatsApp or the
2. contact form on our website.
3. Provide your order number and full name.
4. Specify which product(s) you wish to return and the reason.
If you would like to exchange, please also specify the desired replacement item(s).
5. Confirm that the product(s) meet the return conditions listed above.

Once we have received your return request, we will contact you promptly for further processing.

Exchanges (After an approved return request)

Would you like to exchange a product (after your return request has been approved)? You can exchange your order for another item of your choice.

- If the new item is more expensive, you will receive an invoice for the price difference.
 - If the new item is less expensive, the difference will be refunded to your original payment method.
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Return costs

The costs of returning an order are your responsibility, unless otherwise agreed. This applies to both online orders and physical purchases.

Refunds

Upon withdrawal, you will receive a full refund of all payments made, including the initial shipping costs (if applicable), as soon as possible and no later than 14 days after you inform us of your wish to withdraw.

We will refund you using the same payment method you used for the original transaction unless you explicitly agree otherwise.

For online orders, it is not possible to refund via a different payment method than the original one used.

Costs for damaged Returns

If the returned product is damaged, and this damage is not the result of necessary handling to determine the product's nature, characteristics, and functioning, we may deduct the depreciation in value from the refund. To avoid this, we kindly ask you to return the product in its original packaging and ensure it is properly protected during shipping.

Returning at your own Initiative

If you return an order without prior approval or without submitting a return request, we are not responsible for any additional costs that arise (such as extra shipping fees if we cannot accept the package). If we cannot accept an unsolicited return, we will send the product back to you, and the associated shipping costs will be charged to you.

Exclusions from the Right of Withdrawal

The right of withdrawal does not apply to:

- Products that have been custom-made according to your specifications.
 - Products that can no longer be returned for hygienic reasons after opening, such as cleaning products or materials.
 - Sale items or promotional products specifically marked as non-returnable.
 - Business purchases.
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Ready to request a return?

Simply fill out the return form on our website, and we will get in touch with you as soon as possible.