Refunds and Returns Policy – United Kingdom

At Via Nova, we want every order to arrive in perfect condition and meet the quality you expect from us.

This policy explains your rights when ordering from Via Nova in the United Kingdom, including your right to cancel an online purchase, return products and request a refund.

This policy does not affect any statutory rights you may have under UK consumer law.

1. Your right to cancel an online order
If you purchase products from Via Nova online as a consumer, you generally have the right to cancel your order under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You may cancel your order at any time from the date the contract is concluded until 14 days after the day on which you receive the goods. You do not need to provide a reason.

If your order contains multiple items delivered separately, the 14-day cancellation period generally runs from the day after you receive the last item.

For subscriptions or contracts involving regular delivery of goods over a defined period, the cancellation period generally runs for 14 days after you receive the first delivery.

2. How to cancel
To exercise your right to cancel, you must make a clear statement informing us of your decision. Please contact:
support@drinkvianova.com

Please include, where possible:

- your name;
- order number;
- the products concerned;
- and a clear statement that you wish to cancel the order.

You do not have to use any particular wording.

We will then provide you with the correct return instructions and return address.

Please do not send returns to our UK or Netherlands office address unless we specifically instruct you to do so**.** Our returns are processed through our fulfilment partner.

Contacting us first enables us to ensure your return is sent to the correct location. It does not restrict your statutory cancellation rights.

3. Returning products after cancellation
After informing us that you wish to cancel, you must return the goods without undue delay and no later than 14 days after the day on which you informed us of your cancellation.

Unless the goods are faulty, damaged, incorrect or we have agreed otherwise, you are responsible for the direct cost of returning them.

We recommend retaining proof of postage until your return has been processed.

4. Condition of returned goods
You are entitled to inspect the goods in the same way you reasonably could in a shop.
If you handle the goods more than is necessary to establish their nature, characteristics and functioning, we may make a deduction from your refund to reflect any reduction in value caused by that handling.

Opened coffee
Coffee is a food product and our coffee bags are supplied sealed.

UK law provides an exception to cancellation rights for sealed goods which are not suitable for return for health protection or hygiene reasons once they have been unsealed, where that exception applies to the particular product.

For this reason, if you are considering cancelling your purchase, we recommend that you keep the coffee bag sealed.

If a bag has already been opened, please contact us before returning it. We will assess the circumstances and the statutory rights that apply.

This does **not** affect your rights if the coffee is faulty, damaged, incorrectly supplied or does not conform to the contract.

5. Refunds when you change your mind
If you validly cancel your order, we will refund:

- the price paid for the returned products; and
- where applicable, the cost of the least expensive standard delivery option offered by Via Nova.

If you selected a more expensive delivery option, we are not required to refund the additional amount above the cost of our standard delivery service.

We may withhold the refund until we have either:

- received the goods back; or
- received evidence that you have returned them,

whichever happens first.

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

No fee will be charged for making the refund.

6. Faulty, damaged or incorrectly supplied goods
Your rights when goods are faulty are separate from your right to cancel because you have changed your mind.

Under the Consumer Rights Act 2015, goods must be:

- of satisfactory quality;
- fit for purpose; and
- as described.

If your order does not meet these requirements, please contact us at:
support@drinkvianova.com

Please provide your order number and, where possible, photographs showing the problem.
Short-term right to reject

In most cases, consumers have a 30-day short-term right to reject faulty goods and receive a refund.

For goods that are highly perishable, the applicable period can be shorter depending on how long the goods could reasonably be expected to remain usable.

After the initial 30 days
Depending on the circumstances, you may be entitled to a repair or replacement.

If repair or replacement is impossible, unsuccessful or cannot be provided within a reasonable time without significant inconvenience, you may have the right to a price reduction or to reject the goods and receive an appropriate refund.

Nothing in this policy limits these statutory rights.

7. Return costs for faulty or incorrect goods
If we have supplied goods that are faulty, damaged, incorrect or otherwise do not conform to your order, Via Nova will bear the reasonable cost of returning them where a return is required. Please contact us before sending such goods back so that we can provide the correct instructions.

8. Missing products or damaged deliveries
If your order:
- arrives damaged;
- contains the wrong product;
- is incomplete; or
- does not arrive as expected,

please contact us as soon as reasonably possible at support@drinkvianova.com.
Please include your order number and photographs where relevant.

We will investigate the issue and provide an appropriate solution, which may include replacement or refund.

9. Subscriptions
Cancelling or changing future subscription deliveries is separate from exercising your statutory rights in relation to an order that has already been delivered.

You may manage or cancel future subscription deliveries in accordance with the subscription terms displayed on the website and in your account.

Your statutory rights relating to faulty goods, cancellation rights and refunds are unaffected.

10. Business customers
The statutory consumer cancellation rights described above apply to consumers and do not generally apply to purchases made wholly or mainly for business purposes.

Returns relating to business purchases are governed by the applicable business agreement and Via Nova's Terms and Conditions.

11. Return address
Returns are processed through Via Nova's fulfilment partner.

For this reason, we do not publish a general return address on this page.

Once you notify us of a return, we will provide the correct return instructions and the applicable return address.

Please do not send returns to either of our office addresses unless expressly instructed to do so.

12. Contact
For questions regarding returns, cancellations, damaged products or refunds, please contact:

Via Nova B.V.
Email: support@drinkvianova.com

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London W12 0BZ
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