

Shipping information and return policy.

- Shipping information.

We are choosing the best and cheapest shipping methods for your sending.

This site is using Bpost or Mondial Relay for the shipping of the products from the Caudron webshop.

Flat rates are used within Europe, rates can be consulted on www.bpost.be or www.mondialrelay.be/fr-be/.

For the protection of the buyer and the seller, we are insuring the shipping for an amount limited to 500€. If you have an order superior to 500€, the system will not accept your order without contacting the customer service at fred@caudron.info, or using the contact form on the website. For order above 500€, we will find out the best option for shipping with an higher insurance for your order.

- Cancellation right/return policy.

All our products are carefully inspected and individually approved by our quality control team to ensure they meet our quality standards and are free from defects. Refunds will not be issued for products damaged by the customer, including damage caused when trying on a product (for example, a glove).

You may cancel your order within 14 days, subject to the following conditions:

- The product must be returned in its original, undamaged packaging.
- The product must be unused.
- Return shipping costs are the responsibility of the customer.
- Products eligible for cancellation or return are clearly identified on our website.
- The 14-day withdrawal period begins on the date the package is received (calendar days, not business days).
- Refunds will be issued after the returned product has been inspected.
- Use the button « Return your product » and follow the instructions provided.
- All cues come with a two-year warranty, as stated on the official Longoni Cues website.