

RIGHT OF WITHDRAWAL POLICY

Your Right to Cancel

If you are a consumer purchasing products from the Dental Health Foundation Ireland online shop, you have the legal right to withdraw from your purchase within 14 days without giving any reason, subject to the exclusions set out below.

The withdrawal period will expire 14 days after the day on which you, or a third party nominated by you (other than the carrier), acquires physical possession of the goods.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from the contract by a clear statement before the withdrawal period expires. You may:

- Complete and submit our Model Withdrawal Form;
- Email us at: info@dentalhealth.ie
- Write to us at: Block A, Unit 5, Leopardstown Office Park, Sandyford, Dublin 18. D18 X3X7

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of Withdrawal

If you withdraw from the contract, we will reimburse all payments received from you, including the cost of standard delivery (except for any additional costs arising from your choice of a delivery method other than the least expensive standard delivery option offered by us).

We will make the reimbursement without undue delay and no later than:

- 14 days after the day we receive the returned goods; or
- 14 days after you provide evidence that the goods have been returned, whichever occurs first.

We will use the same means of payment that you used for the original transaction unless you have expressly agreed otherwise.

You will not incur any fees as a result of the reimbursement.

Returning the Goods

You must send back or hand over the goods to us without undue delay and in any event no later than 14 days from the day on which you communicate your withdrawal from the contract.

The deadline is met if you send back the goods before the 14-day period has expired.

Unless otherwise agreed, you are responsible for the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

Exceptions to the Right of Withdrawal

The right of withdrawal does not apply to:

- Sealed goods which are not suitable for return due to health protection or hygiene reasons and which have been unsealed after delivery;
- Goods made to your specifications or clearly personalised;
- Goods which are liable to deteriorate or expire rapidly;
- Digital content supplied electronically where performance has begun with your prior express consent and acknowledgement that you lose your right of withdrawal;
- Any other products exempted under applicable consumer protection legislation.

Where oral health, dental hygiene or healthcare products are supplied in sealed packaging, the right of withdrawal may not apply once the seal has been broken.

Contact Details

Dental Health Foundation Ireland

Address: Block A, Unit 5, Leopardstown Office Park, Sandyford, Dublin 18. D18 X3X7

Email: info@dentalhealth.ie

Telephone: 01 2136112