

Returns & Right of Withdrawal Policy

1. Right of Withdrawal

If you are a consumer purchasing products from our online store, you have the legal right to withdraw from your purchase within 14 calendar days from the day on which you receive the goods.

To exercise your right of withdrawal, you must clearly inform us of your decision to withdraw from the purchase within the applicable withdrawal period.

Our online store provides an electronic withdrawal/return request form which allows you to submit your withdrawal request online.

2. How to Submit a Return / Withdrawal Request

To exercise your right of withdrawal, please complete and submit our Return / Withdrawal Request Form available on our website.

After submitting your request, you will receive an automatic confirmation that we have received your request.

Please wait for our return instructions before sending the product back to us.

The product must be returned to the address and according to the instructions provided by our customer service team.

3. Returning the Products

Once you have informed us that you wish to withdraw from the purchase, you must return the products without undue delay and, in any event, within 14 days from the date on which you communicated your decision to withdraw.

The products should be returned in a condition that allows us to verify their nature, characteristics and functionality.

You may handle and inspect the products only to the extent that would normally be permitted in a physical store.

Where applicable, products should be returned with their original packaging, labels, tags, accessories, manuals and other items supplied with the product.

For clothing and footwear, products should be returned in a condition suitable for resale, with original tags and packaging where applicable.

For table tennis equipment, including rackets, rubbers, bags and accessories, the product should be returned without signs of use beyond what is necessary to inspect its nature, characteristics and functionality.

If the value of a product has been reduced because it has been handled beyond what is necessary to establish its nature, characteristics and functionality, you may be responsible for that reduction in value, in accordance with applicable law.

Table Tennis Tables – Assembly Upon Customer Request

For table tennis tables that are assembled by us at the customer's specific request, the customer acknowledges that opening the original packaging and proceeding with assembly changes the product from its original, unopened condition. Such products must be handled and returned in accordance with the applicable statutory right of withdrawal and the conditions set out in this policy. Where the product has been handled, assembled or used beyond what is necessary to establish its nature, characteristics and functionality, we reserve the right, where permitted by applicable law, to account for any reduction in the value of the product resulting from such handling.

For the avoidance of doubt, a table tennis table that has been assembled at the customer's request cannot be treated as an unopened product in its original condition once the packaging has been opened and assembly has taken place.

4. Cost of Returning Products

Unless otherwise required by applicable law, the direct cost of returning the products is the responsibility of the customer.

Before completing your purchase, you will be informed of this obligation.

For bulky or heavy products, including table tennis tables, the applicable return arrangements and any relevant estimated return costs will be communicated to the customer before purchase, where required by applicable law.

5. Refunds

Once you have exercised your right of withdrawal, we will refund the payments we have received from you, excluding any delivery charges paid at the time of purchase.

If you chose a delivery method that was more expensive than the cheapest standard delivery option we offer, the additional cost will not be refunded.

We will process the refund without undue delay and within the applicable statutory time limit.

Where permitted by law, we may withhold the refund until we have received the returned goods or until you provide evidence that the goods have been dispatched, whichever occurs first.

Refunds are usually processed via the same payment method used for the original transaction, unless otherwise agreed with you.

6. Faulty, Damaged or Incorrect Products

The right of withdrawal described above is separate from your statutory rights regarding products that are defective, damaged, faulty or incorrectly supplied.

If you receive a faulty, damaged or incorrect product, please contact us as soon as possible and provide your order number and details of the problem.

Please do not return the product before receiving instructions from our customer service team.

Your statutory consumer rights in relation to defective or non-conforming products remain unaffected by this Returns & Right of Withdrawal Policy.

7. Exchanges

A product exchange is not the same as exercising the legal right of withdrawal.

If you wish to change the size, colour or model of a product, please contact us and we will inform you whether an exchange is available for the particular product.

Any exchange offered by us is subject to product availability and does not affect your statutory right of withdrawal.

8. Products Excluded from the Right of Withdrawal

Certain products may be excluded from the statutory right of withdrawal where an exclusion provided by applicable law applies.

For example, the right of withdrawal may not apply to goods made to the consumer's specifications or clearly personalised.

If an exclusion applies to a particular product, this will be clearly communicated to you before you complete your purchase.

9. Contact Us

If you have any questions regarding returns, withdrawals or refunds, please contact us:

Ping Pong Violaris

Email: ttennis@violaris.com.cy

This policy does not limit or exclude any mandatory statutory consumer rights applicable in Cyprus.