Shipping and Returns Policy

When you order, you can choose home delivery or free collection in Ghent. This policy explains the practical arrangements. If there is any discrepancy, the General Terms and Conditions of Sale applicable to your order take precedence.

Shipping to Belgium and the Netherlands

We dispatch orders on **Tuesdays and Fridays**. If your entire order is in stock, we dispatch it on the next dispatch day after we receive payment. If you pay by bank transfer, we count payment as received on the day the funds reach our account. Please allow 1 to 2 working days for this.

Destination	Standard shipping	Delivery time after dispatch*
Belgium (bpost)	Free	1 to 2 working days
Netherlands (bpost)	Free	3 to 5 working days

* Estimated delivery times. Your order summary shows the shipping costs before you place your order.

We ship via Sendcloud with bpost or PostNL. Once the shipment has been created, we email you a tracking link. We insure device shipments and require a signature on delivery.

We normally dispatch your order once all items are available. If we split your order into several shipments, the total additional costs you pay will not exceed those shown in your order summary.

When can you expect your order?

If you buy as a consumer, we deliver within 30 days of the contract being concluded, unless we agree a different period with you. We will let you know if delivery is delayed. You can give us an appropriate additional period of at least seven days in writing. If we still do not deliver within that period, you can terminate the contract and we will refund all payments received without delay. For business customers, the delivery times stated on the order form are estimates.

Who bears the risk during delivery?

Please make sure the carrier can reach your delivery address safely. If you buy as a consumer and we appoint the carrier, we bear the risk of loss or damage until you or someone you have designated takes physical possession of the parcel. The carrier itself does not count as the recipient.

Free collection in Ghent

Our training centre is at **Kortrijksesteenweg 255, 9000 Gent**. We will email you as soon as your order is ready. Please collect it within 30 days of the date we send that email. Book your collection in advance via braincoder.setmore.com, by email at info@braincoder.be or by phone on +32 456 75 34 65. When you collect your device, we will be happy to show you how to use it.

Withdrawing from a purchase

If you buy as a consumer at a distance (for example, through our online shop or by email) or away from our business premises, you can withdraw from the purchase without giving a reason. This also applies if you order online and then collect your order in Ghent.

1. Tell us within 14 calendar days

The cooling-off period begins **the day after you receive all the products in your order**. If they arrive separately, it starts the day after you receive the last product. Before the period expires, tell us clearly that you wish to withdraw. You can do this by email at info@braincoder.be, by post to Braincoder, Kortrijksesteenweg 255, 9000 Gent, or by using the withdrawal function in our online shop.

You may use the model withdrawal form in Annex 1 to the General Terms and Conditions of Sale. An email clearly stating your decision is also sufficient.

2. Return the products within 14 calendar days

Send the products back as soon as possible and no later than 14 calendar days after you notify us. Send them to **Braincoder, Kortrijksesteenweg 255, 9000 Gent**, or hand them in there. If you wish to return them in person, please make an appointment first. Use the original packaging where possible and include all accessories. You pay the direct cost of returning the products. We recommend using an insured delivery service.

3. How we refund you

Within 14 calendar days after the day you notify us, we refund all payments received, including the cost of the standard delivery we offered. If you chose a more expensive delivery method, you pay the difference.

We may wait until we receive the products back or you provide evidence that you have sent them back, whichever happens first. We refund you free of charge using the same payment method, unless you expressly agree to a different method.

Which products can you open or try?

You may examine a product as you would in a shop. If you handle it more than is necessary to establish its nature, characteristics and functioning, we may deduct any resulting loss in value from your refund.

If you break the seal on a food supplement after delivery, you lose the right to withdraw in respect of that supplement. If the seal is intact, you may exercise your right to withdraw within the cooling-off period. The same exception applies to sealed parts that are unsuitable for return once opened for health or hygiene reasons, such as a nasal applicator or a part that comes into direct contact with the mouth or skin.

For a product made up of several parts, we deduct only the value of the hygiene-sensitive parts whose seals have been broken. The right of withdrawal still applies to parts supplied without a seal that are not hygiene-sensitive.

Return guarantee, damage and defects

Vielight's voluntary return guarantee

If you are a consumer and our online shop expressly states that Vielight Inc.'s return guarantee applies to your product, you can return it **within six months of the order date**. You will receive a refund of **80% of the price you paid for the product**. Additional costs, such as shipping, are excluded from the calculation. You can use this guarantee once per product purchased. Food supplements and separately purchased hygiene-sensitive parts, such as individual nasal applicators, are excluded.

Request a return form and shipping instructions by email at info@braincoder.be. Return the completed form and the device in working order, with all accessories, including the carrying case. Normal signs of use are acceptable. You do not need to return hygiene-sensitive parts such as nasal applicators. You bear the cost and risk of returning the device.

Within 14 calendar days after we receive and inspect the device, we will refund you by bank transfer to the account specified on your return form, unless we agree otherwise with you. This manufacturer's guarantee from Vielight is in addition to your statutory rights.

Food supplements on delivery and in the event of a recall

We supply food supplements with a remaining shelf life of at least six months. If the seal is **already damaged or broken on delivery**, do not use the supplement and tell us immediately. We will replace it free of charge. If we recall a supplement, please follow our instructions. We will replace it or refund you free of charge.

Wrong item, damage or a defect?

Check your parcel when it arrives. Report a wrong item or visible damage by email to info@braincoder.be, preferably with photos of the packaging and product. As a consumer, you have two months from delivery or collection to report this. Business customers must inspect the products immediately upon receipt and report visible defects by email within seven calendar days. If we deliver the wrong item or it arrives damaged, we will put this right and pay the return costs.

The statutory guarantee for consumers covers defects that existed at the time of delivery and become apparent within two years of delivery. Report a defect to Braincoder within two months of discovering it. We handle the arrangements with the manufacturer and, in the first instance, arrange a repair or replacement free of charge, within a reasonable time and without significant inconvenience.

If repair or replacement is impossible or disproportionate, or cannot be carried out within a reasonable time, you can request an appropriate price reduction. If the defect is more than minor, you can also terminate the contract in those circumstances.

Questions or complaints?

You can contact us at info@braincoder.be or on +32 456 75 34 65. If we cannot resolve your complaint together, you can contact the Consumer Mediation Service as a consumer.