

If you have purchased an article with a manufacturing fault, TICA can take the item back on behalf of the exhibitor.

Questions or complaints about items other than manufacturing faults have to be mentioned to the exhibitor concerned. You will find information about all our exhibitors on our website www.tica.nl, click on the subject field "Exhibitors".

If our Customer Service establishes a manufacturing fault, the unused item will be taken back in its original packing within 21 days. For the client it is necessary to report the defect to TICA within 5 working days after invoice date in order to take the return into consideration.

If you don't have the opportunity to return the item(s) within the fixed term, an appropriate solution has to be found in consultation with the exhibitor concerned.

The items that are returned will be credited at Customer Service and deducted from your invoice or paid off at the cash register.

Seasonal items (Valentine's, Eastern, Christmas etc.) will not be taken back.

Damaged goods are not taken back by TICA, unless it is certain that the client cannot be blamed for the damage.

Without invoice returned goods will not be dealt with. Costs for transport will not be compensated for by TICA.