

# ***Terms and conditions***

***MediaMarkt stores, online shop and  
outlet***

***MediaMarkt***<sup>®</sup>

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# Introduction

**WOW! You have made a purchase – or are about to make a purchase – at MediaMarkt. Our general terms and conditions apply to this purchase. These terms and conditions apply to all purchases made in our stores, webshop or via the MediaMarkt Outlet.**

## Applicability

The current terms and conditions can be found on our website and in our physical shops. We will update these terms and conditions if necessary.

Your purchase is subject to the version of the terms and conditions that you were able to view on our website or in one of our shops at the time of purchase.

As we are certified by Thuiswinkel Waarborg, the general terms and conditions of Thuiswinkel.org also apply to purchases in addition to these general terms and conditions.

in our webshop. If the content differs, MediaMarkt's general terms and conditions take precedence.

Are you a business customer? Then these terms and conditions do not apply to your purchase. Please visit [www.mediamarkt.nl](http://www.mediamarkt.nl) to view the terms and conditions that apply to MediaMarkt Business.

## Definitions

**Below you will find the definitions of terms that are frequently used in these terms and conditions. This will help you understand exactly what is meant by them.**

- **Purchase:** the purchase of a product, but also the purchase of one or more additional services from MediaMarkt.
- **Customer/you:** a buyer, natural person, acting for purposes outside his business or professional activity (consumer) or an entrepreneur who is not materially distinguishable from a consumer and who makes the purchase for purposes other than his actual professional activity.
- **MediaMarkt Outlet:** via [outlet.mediamarkt.nl](http://outlet.mediamarkt.nl), we offer products from our regular range that have been returned, for example, whose packaging has been opened or that are (slightly) damaged.
- **MediaMarkt/we:** MediaMarkt's physical stores and online stores (webshop and outlet) in the Netherlands. We have listed these for you in Appendix 1.
- **Private copying levy:** a statutory levy on data carriers such as CDs, DVDs, hard drives and other electronic devices (including mobile phones) that benefits copyright holders to compensate for private copying.

# Prices

## What does our price consist of?

The price quoted by MediaMarkt includes VAT and any private copying levy.

## What is not included in the price?

Our prices do not include any shipping and/or delivery costs. We will, of course, inform you in advance if these costs apply. Read more about delivery costs at [www.mediamarkt.nl](http://www.mediamarkt.nl).

## Which prices are leading?

MediaMarkt always offers you an attractive price. The applicable price is stated on the price tag. You will find this on or near the product. On our website and in our outlet, the price of the product is stated on the product page.

It is possible that the price listed is incorrect. If this is the case, MediaMarkt may decide to charge you the correct price, for example if the price is disproportionately low.

# Promotions and offers

## Where can you find MediaMarkt promotions and offers?

Promotions and offers – promotional activities – are always announced on [www.mediamarkt.nl](http://www.mediamarkt.nl) and in MediaMarkt stores.

## Are the products in the MediaMarkt Outlet also included in the promotional activities?

The promotional activities – promotions and offers – listed on [www.mediamarkt.nl](http://www.mediamarkt.nl) and/or in MediaMarkt stores do not apply to the MediaMarkt Outlet, unless explicitly stated in the promotional terms and conditions.

## Where can you find the promotional terms and conditions?

Specific promotional terms and conditions apply to promotional activities – promotions and offers. These terms and conditions can be found on the MediaMarkt website, along with other information about the promotion or offer.

# Payment methods

## What payment methods does MediaMarkt accept?

You can pay in various ways through our sales channels (store, webshop, outlet):

Payment methods	Shop	Online	Outlet
Pay later (Klarna)		x	
Pay on collection	x	x	
Pay in instalments (Santander)	x	x	
Gift card/e-voucher	x	x	
Cash	x		

Credit card (Visa)	x	x	x
Credit card (Mastercard)	x	x	x
Credit card (American Express)	x	x	
iDeal		x	x
National entertainment card	x		
On account	x		
PayPal		x	
Debit card	x		

**Additional terms and conditions may apply to some payment methods. If this is the case, it will be indicated at checkout.**

### **Not all payment methods are visible at checkout in the webshop. Is that correct?**

Some products can only be paid for with a specific payment method. The shopping basket on our website indicates which payment options are available for the product(s) in your shopping basket.

### **Which discount cards does MediaMarkt accept?**

In some shops, you can get a discount on a selected range of products with a council pass. Below is an overview of the shops that accept this pass.

<b>Location</b>	<b>Rotterdampas</b>	<b>Dordtpas</b>
Rotterdam Centre	x	
Rotterdam South	x	
Dordrecht		x

Please enquire about the possibilities for using this pass in the above-mentioned shops.

## **Delivery**

### **How does MediaMarkt deliver your order?**

When you purchase a product from MediaMarkt, you can have it delivered to your desired address in the United Kingdom.

If you would like to have a large product delivered to the Wadden Islands, we will deliver it to the mainland, to the distribution centre designated for your island.

The MediaMarkt delivery service ensures that you can enjoy the product you have ordered as quickly as possible. Once your order has been processed by us, you will receive an email with a track & trace link that allows you to track your parcel at any time.

### **What can you expect from us when your order is delivered?**

Does your order not fit through the letterbox? Then we will deliver your product to your

front door. Do you live in an apartment complex without a lift? Then your purchase will be delivered to your front door up to the 4<sup>th</sup> floor. If you live higher up, your order will be left behind the first lockable door on the 4<sup>th</sup> floor.

Have you ordered an American fridge? Due to the size and weight of these products, our delivery staff are not permitted to lift them. We therefore only deliver American fridges to the ground floor.

We offer additional services to bring your product inside, connect it and/or install it. View all options at [www.mediamarkt.nl](http://www.mediamarkt.nl).

### **What do we expect from you when the ordered product is delivered?**

You are, of course, responsible for providing the space and facilities to enable the installation and connection of your product and to ensure that this runs as smoothly as possible.

## **Returns**

### **Returning goods**

Register your product for return via

<https://klantenservice.mediamarkt.nl/app/contactformulier> or by calling 010-80 82 207. You can use the following template for this:

*“Dear Sir/Madam,  
I hereby inform you that I am cancelling our agreement concerning the sale of the following goods/provision of the following services:  
· Description of goods/services:.....  
· Order number or item number: .....  
· Date on which the goods/services were received or ordered:.....  
[Customer name]  
[Customer contact details]  
[Customer address]”*

Then send the product, quoting the order number and item number, to the address provided by our employee.

### **What is MediaMarkt's return period?**

All products purchased at MediaMarkt can be returned within 30 days.

### **When does the return period start?**

The return period starts when the product is in your possession.

### **What are MediaMarkt's return conditions?**

You must return a product complete, in new condition and, if reasonably possible, in its original packaging. You are welcome to view and try out the product, just as you

would in our shop. For example, you can examine a deep fryer from all sides, but you cannot use it for frying if you still want to return it.

This allows us to give the product a second life. In this way, we contribute together to the sustainable use of consumer electronics.

### **Are there any products that MediaMarkt does not accept returns for?**

**The following products and services cannot be returned:**

- Video carriers, audio carriers, and software whose seal has been broken (e.g. CDs, DVDs, games);
- Trading cards (such as Pokémon, Disney Lorcana & One Piece) purchased in one of our shops.
- Services or subscriptions that have been used;
- Prepaid packages;
- Personalised products (products made especially for you);
- Sealed products that are not suitable for return for reasons of health protection or hygiene and whose seal has been broken;
- Telecom subscriptions taken out in-store where cancellation does not comply with the applicable terms and conditions of the telecom provider;
- Telecom subscriptions taken out via [www.mediamarkt.nl](http://www.mediamarkt.nl) for which the statutory cooling-off period of 14 days has expired.

### **What is a sealed product?**

Some products, such as shavers and toothbrushes, are sealed. This allows you to assess what the product looks like and enables us to determine that the product is unused in the event of a return. Breaking the seal means that we cannot take the product back.

### **How can you return a product?**

#### **Returning small products**

To return small products, you are welcome to visit one of our shops. Our customer service staff will check the product and, if it meets our return conditions, we will refund the purchase price or deduct it directly from your new purchase. [Find your nearest store](#). For your and our security, amounts over £500 will always be refunded to your bank account by means of a return debit card transaction.

If you still wish to return a product to us, you must organise this yourself. This means that you are responsible for ensuring that the product arrives safely at our logistics centre.

Because you are responsible for ensuring that MediaMarkt receives the product in good condition, we recommend that you:

- pack the product well,
- send the product insured,

- only use well-known transport companies or a shipping label provided by MediaMarkt for manned PostNL drop-off points.

You can request the MediaMarkt shipping label via our call centre or via the [returns portal](#).

If you do not wish to use the MediaMarkt shipping label, please return the product, quoting the order number and item number, to:

MediaMarkt Online Netherlands  
Pearyweg 1  
4462 GT Goes

Once we have received your return shipment at our logistics centre, we will send you a confirmation message. Your return will be processed and checked within three days of receipt. If the product meets our return conditions, the refund will be initiated and you will normally receive the purchase amount back within 14 days.

### **Returning large products**

Large and/or heavy appliances that we have delivered to your home cannot be returned to a shop. We will collect these products from your home in the United Kingdom free of charge. Please contact us to find out which products are eligible and to make an appointment for collection.

### **What if the product does not (fully) meet the return conditions?**

A product does not (fully) meet the return conditions if it is incomplete, (the packaging) is unnecessarily damaged, or the product has been used more than was necessary to assess it (view or try it). For example, you can feel free to look at a deep fryer

from all sides, for example, but you cannot fry in it if you still want to return it.

If a product does not (fully) meet the return conditions, we will see what we can do for you. One of the solutions may be that MediaMarkt charges you for the depreciation of the product and/or the costs necessary to give the product a second life via our MediaMarkt Outlet. This means that you will receive a lower refund than the amount you paid for the product.

### **How do you get your money back?**

Refunds are made in the same way you paid for the product.

If you return the product and it meets the return conditions, we will refund the purchase price (including any standard delivery costs):

- immediately if you return it to one of our stores. For your and our security, amounts over £500 will always be refunded to your bank account by means of a return debit card transaction; or

- if you send the product to us yourself or if we collect the product from you, normally within 14 days of receipt at our logistics centre.

## **Warranty**

All products purchased at MediaMarkt are covered by the statutory warranty. This means that you are entitled to a good product. Within the statutory warranty, MediaMarkt will ensure that a defective product is repaired as quickly as possible or, if repair is not possible, replaced.

The statutory warranty period depends on the product and is tailored to its expected lifespan. For example, you can expect a refrigerator to have a longer lifespan than a kettle. The statutory warranty period is at least 24 months .

### **What is the expected lifespan of your product?**

Within the consumer electronics sector, an overview is used – with life expectancy based on product group and purchase price – as drawn up by Techniek Nederland.

### **What is the proof of warranty?**

We consider any proof of purchase or delivery – such as a packing slip, receipt or invoice – to be proof of warranty. Even if you cannot find any of these documents, we are happy to help you. For example, by requesting a copy of your proof of purchase.

### **How can you return a defective product?**

All products purchased at MediaMarkt can be returned to one of our stores for repair or sent to us.

### **What should you pay attention to when submitting a repair?**

In order to properly examine a defective product, we ask you to return or send in all accessories that came with it, such as chargers, cables, etc. If you are sending the product in, please use the original packaging or ensure that it is properly packaged so that no damage can occur during transport.

### **Is it also possible to have your defective product repaired at home?**

Certainly. Large products, such as refrigerators or washing machines, are repaired at home. Register your product for home repair via [www.mediamarkt.nl](http://www.mediamarkt.nl).

### **How long does a repair take?**

We ensure that you can use your product again as soon as possible. You can follow every step of the repair process yourself via the status page at [www.mediamarkt.nl](http://www.mediamarkt.nl).

### **What do you need when collecting your repaired product?**

When you hand in a product for repair at one of our shops, you will receive a proof of delivery. You will need this proof of delivery when you collect your repaired product from the shop. The proof of delivery can also be found on the status page of your repair.

### **What should you do with (confidential) data stored on your product?**

It is possible that data may be deleted during the repair process or that the data carrier and/or the entire product may be replaced, resulting in data loss. Therefore, always make a backup of your data and programmes before sending the product in for repair.

For more information about data and your privacy, please refer to our privacy statement at [www.mediamarkt.nl](http://www.mediamarkt.nl).

## **Damage**

### **Have you received a damaged product?**

Of course, it is never our intention to deliver a damaged product. We kindly request that you contact us as soon as possible so that we can work together to find a suitable solution.

### **Was your order damaged during delivery?**

Please contact us as soon as possible.

## **Complaints**

### **Where can you submit a complaint?**

We would like to improve our services and therefore ask you to contact us to share your experience with us, so that we can work together to find a suitable solution.

### **What if you cannot resolve the issue with MediaMarkt?**

Hopefully, it will not come to the point where we cannot resolve the issue together. If this is the case, you can submit your complaint to the Disputes Committee within 12 months of submitting your complaint to MediaMarkt.

## **Personal data**

### **How does MediaMarkt handle personal data?**

We naturally handle your data with care and in accordance with the applicable laws and regulations. For more information about how MediaMarkt handles your personal data, please see our privacy statement at [www.mediamarkt.nl](http://www.mediamarkt.nl).

**Appendix 1:**

# MediaMarkt stores

The list of stores may change from time to time.

Store name	Address	Postcode	Town
Media Markt Alexandrium B.V.	Watermanweg 325	3067 GA	Rotterdam
Media Markt The Corner B.V.	Binnenwegplein 50	3012 KA	Rotterdam
Media Markt Arena B.V.	Johan Cruijff Boulevard 123	1101 DM	Amsterdam
Media Markt Leeuwarden Limited	De Centrale 12	8924 CZ	Leeuwarden
Media Markt Rijswijk B.V.	Pr. W.A. Promenade 69	2284 DJ	Rijswijk
Media Markt Groningen Centre B.V.	Westerhaven 48	9718 AC	Groningen
Media Markt The Hague B.V.	Grote Marktstraat 48A	2511 BJ	The Hague
Media Markt Zwolle B.V.	Maagjesbolwerk 44	8011 LL	Zwolle
Media Markt Heerlen B.V.	Corio Centre 9	6411 LX	Heerlen
Media Markt Almere Limited	Brouwerstraat 3	1315 BL	Almere
Media Markt Utrecht Hoog Catharijne B.V.	Gildenkwartier 181	3511 DG	Utrecht
Media Markt Enschede B.V.	Klanderij 63	7511 HS	Enschede
Media Markt Hengelo B.V.	Het Plein 130	7559 SR	Hengelo
Media Markt Alkmaar B.V.	Noorderkade 1027	1823 CJ	Alkmaar
Media Markt Maastricht B.V.	Franciscus Romanusweg 2C	6221 AE	Maastricht
Media Markt Breda B.V.	Kruisvoort 14	4814 RZ	Breda
Media Markt Zoetermeer B.V.	Burg. van Leeuwenpassage 30	2711 JV	Zoetermeer
Media Markt Alphen aan den Rijn B.V.	15 Sint Joris Street	2405 CK	Alphen aan den Rijn
Media Markt Middelburg B.V.	Mortiereboulevard 4	4336 RA	Middelburg
Media Markt Ede B.V.	Brouwerstraat 21 B	6711 AS	Ede
Media Markt Eindhoven Centre B.V.	Boschdijktunnel 1	5611 AG	Eindhoven
Media Markt Arnhem B.V.	Velperplein 13	6811 AG	Arnhem
Media Markt Cruquius B.V.	Cruquiusplein 10	2142 EV	Cruquius
Media Markt Bergen op Zoom B.V.	Burg. van de Laarstraat 17	4615 PB	Bergen op Zoom
Media Markt Roermond B.V.	Schaarbroekerweg 32	6042 EJ	Roermond
Media Markt Amsterdam Noord B.V.	Buikslotermeerplein 226	1025 GA	Amsterdam
Media Markt Rotterdam Beijerlandseleen B.V.	Beijerlandseleen 2	3074 EJ	Rotterdam
Media Markt Hoorn B.V.	Dr. C.J.K. van Aalstweg 15	1625 NV	Hoorn
Media Markt Assen B.V.	Kroonwerk 21	9401 BA	Assen
Media Markt Emmen B.V.	Noorderplein 90	7811 MG	Emmen
Media Markt Amsterdam West B.V.	Zuidermolenweg 20	1069 CG	Amsterdam
Media Markt Apeldoorn B.V.	De Voorwaarts 13	7321 MA	Apeldoorn

<b>Store name</b>	<b>Address</b>	<b>Postcode</b>	<b>Town</b>
Media Markt Drachten B.V.	Raadhuisplein 37	9203 CZ	Drachten
Media Markt Duiven B.V.	Cartograaf 3	6921 EZ	Duiven
Media Markt Doetinchem B.V.	Mayor of Nispen Street 16	7001 BS	Doetinchem
Media Markt Leidschendam B.V.	Liguster 102	2262 AC	Leidschendam
Media Markt Den Bosch B.V.	Tinnegierterstraat 26	5232 BM	Den Bosch
Media Markt Hoofddorp B.V.	Burg. van Stamplein 282-286	2132 BH	Hoofddorp
Media Markt Tilburg B.V.	Pieter Vredeplein 152	5038 BW	Tilburg
Media Markt Groningen Sontplein B.V.	Sontplein 3C	9723 BZ	Groningen
Media Markt Utrecht The Wall B.V.	Hertogswetering 187	3543 AS	Utrecht
Media Markt Heerhugowaard B.V.	Th. Van Doesburgweg 1	1703 DL	Heerhugowaard
Media Markt Venlo B.V.	Maas Street 12	5911 DP	Venlo
Media Markt Nieuwegein B.V.	Raadstede 41	3431 HA	Nieuwegein
Media Markt Amsterdam Centre B.V.	Oosterdokskade 67	1011 DL	Amsterdam
Media Markt Amersfoort B.V.	Eemplein 3	3812 EA	Amersfoort
Media Markt Dordrecht B.V.	Johan de Wittstraat 15	3311 KG	Dordrecht
Media Markt Eindhoven Ekkersrijt B.V.	Ekkersrijt 4086	5692 DA	Son en Breugel
Media Markt Amsterdam Gelderlandplein	Gelderlandplein128-130	1082LB	Amsterdam
Media Markt Barendrecht	Van 't Hoffstraat 30	2991XP	Barendrecht
Media Markt Beek	Wethouder Sangersstraat 108	6191NA	Beek
Media Markt Beverwijk	Parallelweg 100	1948NM	Beverwijk
Media Markt Delft	Bastiaansplein 137	2611 DC	Delft
Media Markt Nijmegen	Zwanenveld 8406	6538TL	Nijmegen
Media Markt Zoeterwoude	Hoge Rijndijk 311B	2382AP	Zoeterwoude
MMS Online Nederland B.V. (www.mediamarkt.nl and outlet.mediamarkt.nl)	Wilhelminakade 161	3072 AP	Rotterdam