

REFUND POLICY — Route & Relax

Effective from 2026

This Refund Policy applies to all products and services provided by Route & Relax, including:

- Premade Trips
- Custom Adjustments
- Full Custom Trips
- Free Sample Plans

By purchasing or using a Route & Relax product or service, the client agrees to this Refund Policy.

1. General

1.1 Route & Relax sells digital travel products and provides digital travel planning services.

1.2 Because these products and services are digital and may be delivered immediately or prepared specifically for the client, refund rights are limited.

1.3 This Refund Policy should be read together with the Terms & Conditions and applicable Dutch and EU consumer law.

2. Premade Trips

2.1 Premade Trips are digital products.

2.2 Once a Premade Trip has been delivered, downloaded, emailed, or otherwise made available to the client, it is generally non-refundable.

2.3 Digital products cannot be returned in the same way as physical goods.

2.4 Where legally applicable, the client acknowledges that the right of withdrawal may be lost once digital delivery has started and the client has agreed to this in advance.

3. Custom Adjustments

3.1 A Custom Adjustment is a paid service applied to one existing Premade Trip.

3.2 Once work on the Custom Adjustment has started, the service is non-refundable.

3.3 If the client fails to provide the necessary information for the adjustment, this does not create a right to a refund once work has begun.

3.4 If the requested changes exceed the scope of the Custom Adjustment, Route & Relax may refuse the request or offer a separate Full Custom Trip instead.

4. Full Custom Trips

4.1 Full Custom Trips are prepared specifically for the client.

4.2 Once work has started on a Full Custom Trip, the service is non-refundable.

4.3 Work may be considered started once Route & Relax begins research, route development, structure planning, or other preparation based on the client's request.

5. Free Sample Plans

5.1 Free Sample Plans are provided at no cost.

5.2 Because no payment is made, no refund applies.

6. Exceptions

6.1 A refund may be considered only where Route & Relax is unable to deliver a paid product or service due to circumstances on the entrepreneur's side before delivery or before work has started.

6.2 If a duplicate payment is made in error, the duplicate amount will be refunded where confirmed.

6.3 Nothing in this policy removes any mandatory consumer rights that apply under law.

7. Revisions and Corrections

7.1 Premade Trips do not include revisions unless a Custom Adjustment has been purchased.

7.2 A Custom Adjustment covers limited edits only and does not include unlimited revisions.

7.3 Full Custom Trips do not include unlimited revisions unless explicitly agreed in writing.

7.4 If Route & Relax has made a clear factual error in a delivered file, a reasonable correction may be made at no extra charge.

7.5 Requests caused by changed preferences, additional wishes, or information provided later by the client do not automatically qualify for a free correction or refund.

8. Contact

For refund-related questions, please contact:

Route & Relax

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