

Return Policy, Augst 2026

Withdrawal Period

The customer is entitled to withdraw from the purchase contract and return the door within 14 calendar days without giving any reason. The withdrawal period begins on the day the customer or a third party designated by the customer, who is not the carrier, takes possession of the goods.

Withdrawal Procedure

To exercise the right of withdrawal, the customer must complete the withdrawal form and send it to us via email. The customer can then choose to:

1. Have Doorista handle the return shipping
 2. Arrange the return shipping to Doorista independently
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1. If the customer chooses to have Doorista handle the return, we will contact them after receiving the withdrawal form. The customer will be informed in advance about the pickup date by the shipping company. The customer is responsible for securely packaging the door before pickup.
 2. If the customer opts to arrange the return themselves, they must either hand over the door to a shipping company or deliver it directly to Doorista at Ottakringer Straße 232, 1160 Vienna, Austria, within 10 business days from submitting the withdrawal form.

Return Address

The door should be returned to the following address:

Doorista
Ottakringer Straße 232
1160 Vienna
Austria

Return Shipping Costs

The costs of return shipping are to be borne by the customer. The return shipment will be carried out by a shipping company. Depending on the region, costs typically range between €100.00 and €350.00.



Refund of Purchase Price

Once the goods have arrived undamaged at our premises at Ottakringer Straße 232, 1160 Vienna, the paid amount will be refunded to the account from which the original payment was made.

Condition of Goods

The returned goods should be in a resalable condition. Excessive wear or damage may lead to deductions from the refund.

Exclusions

Please note that certain products, particularly custom-made or personalized doors, may be excluded from the right of withdrawal.

Contact

If you have any questions about returns or the withdrawal process, please contact our customer service at support@doorista.com.