

# Terms and Conditions - v3

studio-nok-nok-shop

20-02-2025

## Terms and Conditions

### 1. Seller

Studio Nok Nok is a part of Goût de Vivre BV (hereinafter referred to as the seller).  
Our VAT number is BE1007879092.

### Contact:

Studio Nok Nok  
Jan Schoonjansstraat 13  
2800 Mechelen  
info@studionoknok.be

### 2. Sales Agreement

By submitting an online order, the customer agrees to these terms and conditions. You declare that you are over 18 years old and are responsible for your purchase.

### 3. Prices and Product Information

#### 3.1 Prices

All prices are in euros, excluding 21% VAT and shipping costs. Prices are per piece unless otherwise stated. Shipping costs are clearly indicated separately. The price stated on the day of the visit to our website is the valid price. Studio Nok Nok reserves the right to change and correct the prices of products and product information. If a product previously purchased is discounted at a later date, no claims for the price difference can be made. Studio Nok Nok is not bound by obviously incorrect price listings, such as those resulting from input, typographical, or printing errors.

#### 3.2 Product Information

Studio Nok Nok aims to display product descriptions and photos as clearly, accurately, and completely as possible. Information about items (e.g., sizes and materials) is always indicative. Color shades in the photos may differ slightly from actual colors.

If you are unsure about the size, color, material, or anything else, feel free to contact us for more information.

### 4. Order

After placing an order, you will receive a confirmation email with the total cost, including shipping. If there is an error in our inventory system and an item is no longer available, we will inform you within two working days. We will then look for a suitable solution; this could be a similar item or another size.

An order is final once we have received your payment. If we do not receive payment within 7 days, your order will be canceled and the items will be made available for sale again on the website.

### 5. Payment

Payment is always made in advance and can be done as follows:

#### 5.1 Bank Transfer

To the Argenta account number BE26 9734 8664 8529 in the name of Goût de Vivre BV, Jan Schoonjansstraat 13, 2800 Mechelen, Belgium, with the reference of the order or invoice number. Your order will be reserved for seven days. If we have not received payment within seven days, the reserved items will once again be available for purchase. Please note that it may take a few days for your payment to reach our account. Banks should not charge a transaction fee for European transfers.. If you have been charged a transaction fee please take it up with your bank.

#### 5.2 Cash

Orders can be collected in Mechelen, Jan Schoonjansstraat 13, and paid in cash, by appointment only.

### 6. Delivery and Shipping

#### 6.1 Delivery

Studio Nok Nok will try to deliver your package as quickly as possible. We cannot be held responsible for delays that occur beyond our control. If the delivery address provided is incorrect, it is the buyer's responsibility, and additional costs may be charged.

#### 6.2 Delivery Time

For Belgium: We strive to assist you as quickly as possible. Estimated delivery times are always provided for each product. If you order multiple products, you should consider the longest delivery time. The delivery time is only an indication. We are not responsible for delays for any reason. If we cannot deliver an ordered product, we will refund your money or offer a suitable alternative, as you prefer.

Your package will usually be delivered within 24 hours after dispatch to an address of your choice. You can enter any address. If no one is home and the package cannot fit through the mailbox, you will receive a card from the postman. With this, you can pick up your package at the indicated post office or request a second delivery.

The stated delivery times are non-binding and are provided only as a guideline. Any delay in delivery does not entitle the Buyer to cancel the purchase or claim compensation unless the delay was intentional.

According to the law (distance selling), the maximum delivery time is 30 days unless agreed otherwise. If this delivery period is not feasible, the Buyer will be notified in a timely manner and has the right to cancel the order without additional charges. Any amounts already paid will be refunded within 30 days.

#### 6.3 Shipping Costs

Studio Nok Nok reserves the right to adjust shipping costs as necessary. Shipping costs are always clearly stated on your order confirmation and invoice. Let us know if you wish to combine multiple orders into one shipment to save on shipping costs.

For Belgium: Orders over 350 euros are shipped for free. For orders below this amount, shipping costs 7 euros. You can also pick up your order. Please make an appointment via info@studionoknok.be.

For the Netherlands: Orders over 350 euros are shipped for free. For orders below this amount, shipping costs 10 euros.

Other: If you want to ship to another country, feel free to contact us. We are happy to help.

#### 6.4 Pickup

You can also pick up your order in person at Jan Schoonjansstraat 13, Mechelen, by appointment via

info@studionoknok.be.

## 7. Complaints, Exchanges, and Returns

### 7.1 Complaints

If you are not satisfied with your purchase or if an item is damaged upon delivery, you can return the item within 7 days of receiving it. You must send an email to Studio Nok Nok within 7 days of receiving the item. If no written claim is received by Studio Nok Nok within this period, Studio Nok Nok is deemed to have fully fulfilled its obligations regarding the delivered goods.

### 7.2 Exchanges and Returns

The buyer is always obliged to carefully inspect the products immediately upon receipt.

If the products you ordered do not meet your expectations, you have the right to exchange or return them. This also applies if you notice that the items are damaged upon arrival. You must always inform us in writing (via email to info@studionoknok.be). The item must be returned within ten working days in its original packaging, in undamaged and unused condition, with parcel sufficiently stamped, along with the invoice and a cover letter, to our address:

Studio Nok Nok  
Jan Schoonjansstraat 13  
2800 Mechelen  
Belgium

Unnotified or insufficiently stamped returns will not be credited.

Items that are returned to us under the conditions described above will be refunded within ten working days. Shipping costs, incurred by either us or you, will not be refunded, so you will receive the purchase price minus the shipping costs. If the item was incorrectly delivered by Studio Nok Nok, we will cover the shipping costs.

## 8. Right of Withdrawal

The consumer has the right to notify the company that they are withdrawing from the purchase, without paying a penalty and without giving a reason, within 14 calendar days from the day following the delivery of the goods. The consumer must then return the goods in their original packaging at their own risk and expense.

## 9. Privacy and Personal Data

By placing an order with Studio Nok Nok, the Buyer explicitly allows the processing and use of their personal data for purposes such as customer file management, order, delivery, and invoice management, solvency monitoring, marketing, and advertising. Studio Nok Nok will not share customer data with third parties. The Buyer has the right to access and correct all their data.

## 10. Copyright

The content of this website is the exclusive property of Studio Nok Nok and is protected by Belgian and international copyright laws. All content such as photos, logos, text, layout, and trademarks belong to Studio Nok Nok or its suppliers and are protected by Belgian and international copyright laws.

## 11. Force Majeure

In case of force majeure, Studio Nok Nok is not obligated to fulfill its obligations to the other party. Studio Nok Nok is entitled to suspend its obligations for the duration of the force majeure event. Force majeure means any circumstance beyond its control that prevents the fulfillment of its obligations, either in whole or in part.

## 12. Severability

If any provision of these terms and conditions is declared invalid, this invalidity will not affect the validity of the other provisions.

## 13. Applicable Law / Competent Court

All agreements between Studio Nok Nok and the buyer are governed by Belgian law. Belgian courts have exclusive jurisdiction.

Studio Nok Nok has the right to amend its terms and conditions