

# Terms and conditions

## The seller

The webshop [www.lemonlizzieshop.be](http://www.lemonlizzieshop.be) is owned by Ellen Loncke.

The head office is located in  
Schoolstraat 22  
8560 Wevelgem  
Belgium

telephone: +32(0)56 32 31 80  
cellphone: +32(0)497 07 49 64  
email address: [info@lemonlizzie.be](mailto:info@lemonlizzie.be)  
VAT number: BE 0650.800.714

## Application

By placing an order online on [www.lemonlizzieshop.be](http://www.lemonlizzieshop.be) the customer agrees to the general terms mentioned on this website.

## Prices

The prices mentioned on the website are in Euro, VAT included and shipping costs excluded.

All prices mentioned on the website are under reserve of any printing and typing errors. If prices are indicated wrong on the website, they will be corrected as soon as possible. Wrongly mentioned prices cannot under any circumstances be binding for us.

The offer always stands as long as supplies last and can be adjusted or withdrawn at any time by Lemon Lizzie. Lemon Lizzie cannot be held responsible for a product not being available. If an offer has a restricted period of validity or is only valid on certain terms, this is clearly specified in the offer.

Lemon Lizzie is subject to the Belgian 'bijzondere vrijstellingsregeling kleine ondernemingen'. VAT does not apply.

## **Shipping costs**

*Lemon Lizzie only ships within the EU at this moment.*

All envelopes and packages are sent by Bpost or DPD, depending to which country the parcel is sent.

### Shipping within Belgium:

All orders are shipped without priority, like a normal parcel. Shipping costs vary between €3,50 minimum and €6,00 at most within Belgium, depending on how much your package weighs. Shipping costs are communicated before you pay for your order.

Free shipping within Belgium for orders over €35,00.

### Shipping within the EU:

All orders are shipped without priority, like a normal parcel. Shipping costs are €9,95 per package sent to The Netherlands, Germany, France and Luxemburg, no matter what the weight of the package is.

For all the other countries within the European Union the shipping costs are €12,95 as long as the weight of the parcel stays under 1 kilo. Above 1 kilo the shipping costs depend on which country you wish to see it sent to. The exact shipping costs are communicated before you pay for your order. If you wish to know these in advance, please contact Lemon Lizzie for this information.

Free shipping within the EU for orders over €75,00.

The items ordered are shipped after the payment is received on the bank account of the seller. Keep in mind that in certain cases it can take several days before your payment reaches our bank account.

After receiving your payment, we aim to hand over your order within 2 workdays to Bpost or a DPD pickup parcel shop.

The packages sent through Bpost are sent on a standard basis,

without priority. The customer has to keep into account that starting from the delivery to Bpost, shipment will take an extra 3 or 5 workdays within Belgium. For a shipment to other countries within the EU you can find a list of the estimated delivery time as communicated by Bpost [here](#).

If for some reason or another Lemon Lizzie cannot hand your order at Bpost or at a DPD pickup parcel shop within 2 workdays, this will be communicated to the customer.

Lemon Lizzie cannot be held responsible for any delay caused by Bpost or DPD (for example because of strikes or busy periods).

If the delivery address stated is incorrect, this is the responsibility of the customer and this may lead to additional costs.

If you wish, you can pick up an order at the head office: Lemon Lizzie, Schoolstraat 22, 8560 Wevelgem, Belgium. You can pay cash when you pick it up. In this case the shipping costs will obviously disappear.

Is something left unclear, do you wish to send something to a country outside the EU or do you have other questions? Send an email to [info@lemonlizzie.be](mailto:info@lemonlizzie.be).

Also keep into account that if you want a package to be sent outside of what is fiscally considered the EU, you have to pay taxes / import duties as a customer when you receive the package. Ask for information at your local post office before you place an order!

## **Payment**

The customer can choose between following payment methods:

- Maestro
- Bancontact
- iDEAL
- SOFORT banking
- Belfius
- KBC/CBC
- ING Homepay
- Giropay

- MasterCard
- VISA

You can also make the payment by wiring the money in advance. For this, the customer needs to contact Lemon Lizzie first. She will give all the necessary information to transfer the money. Only after receiving the money, the ordered items will be sent.

If you wish, you can also pay cash when you pick up your package at the head office after making an appointment: Lemon Lizzie, Schoolstraat 22, 8560 Wevelgem, Belgium.

## **Delivery**

The items ordered are shipped after the payment is received on the bank account of the seller. Keep in mind that in certain cases it can take several days before your payment reaches our bank account.

After receiving your payment, we aim to hand over your order within 2 workdays to Bpost or a DPD pickup parcel shop.

The packages sent through Bpost are sent on a standard basis, without priority. The customer has to keep into account that starting from the delivery to Bpost, shipment will take an extra 3 or 5 workdays within Belgium. For a shipment to other countries within the EU you can find a list of the estimated delivery time as communicated by Bpost [here](#).

If for some reason or another Lemon Lizzie cannot hand your order at Bpost or at a DPD pickup parcel shop within 2 workdays, this will be communicated to the customer.

Lemon Lizzie cannot be held responsible for any delay caused by Bpost or DPD (for example because of strikes or busy periods).

If the delivery address stated is incorrect, this is the responsibility of the customer and this may lead to additional costs.

## **Cancellation and returns policy**

You have the right to cancel a purchase and / or return the items delivered without paying a fine or telling us why within 14 calendar days after the conclusion of the order or the delivery of the products.

The customer has to let this know in writing (to Lemon Lizzie, Schoolstraat 22, 8560 Wevelgem, Belgium) or through email (to [info@lemonlizzie.be](mailto:info@lemonlizzie.be)) to the seller.

The shipping costs for returning these items to the address mentioned earlier shall be at the expense of the customer, but they will be paid back (after showing the proof of these shipping costs) together with the purchase amount on the bank account of the customer and this within 14 calendar days after the returned articles are back in our possession in original condition.

If the product comes in packaging, the item has to be returned unused and in its original unopened package. Otherwise this right of withdrawal is not valid.

## **Complaints**

When you purchase Lemon Lizzie products the legal guarantee counts. It says that a product has to be in good condition. If this is not the case, you have the right as a customer to replacement or reimbursement.

Complaints and any visible damage and/or quality shortcomings to an item or other deficiencies at the delivery have to be called in within 8 calendar days following the delivery.

This can be done in writing (to Lemon Lizzie, Schoolstraat 22, 8560 Wevelgem, Belgium) or through email (to [info@lemonlizzie.be](mailto:info@lemonlizzie.be)).

In case the complaint is found to be legitimate and the item is still in stock, the items can be exchanged.

The shipping costs for returning these items – if this proves necessary – shall be at the expense of the customer, but they will be paid back (after showing the proof of these shipping costs) together with the purchase amount on the bank account of the customer and this within 14 calendar days after the returned articles are back in our possession.

If the item is no longer in stock, the purchase amount will be reimbursed.

### **Force majeure**

Lemon Lizzie is not responsible for delays by default of the supplier or due to transport delays.

### **Applicable law**

The Belgian law is applicable to these terms and conditions.

### **Quality**

The colours of online images may slightly differ from the printed illustrations. The parameters and quality of your screen often have an influence on this, but we try our very best to show images that are as clear as possible.

### **Privacy**

Lemon Lizzie, based in Schoolstraat 22, 8560 Wevelgem, Belgium, is responsible for the processing of personal data as presented in this privacy statement.

Contact information:

<https://www.lemonlizzieshop.be/>

Lemon Lizzie  
Schoolstraat 22  
8560 Wevelgem  
Belgium

+32 56 32 31 80

+32 497 07 49 64

Ellen Loncke is the Data Protection Officer of Lemon Lizzie. You can reach her through [ellen@lemonlizzie.be](mailto:ellen@lemonlizzie.be)

### **Personal data which we process**

Lemon Lizzie processes your personal data because you use our services and/or you hand these data to us yourself. Below you can find a summary of the personal data which we process:

- First and last name
- Sex
- Address
- Telephone number
- Email address
- Other personal data you actively hand over for example by creating a profile on this website, through correspondance and by telephone.
- Data about your activities on our website
- Bank account number

### **Special and/or sensitive personal data which we process**

Our website and/or service does not intend to collect the data of website visitors who are younger than 16 years. Unless they have permission of a parent or guardian. However we cannot check if a visitor is older than 16. We advise parents to be involved in the online activity of their children in order to prevent that data of children are collected without parental permission. If you are convinced that we have collected the personal data of a minor, please contact us through [info@lemonlizzie.be](mailto:info@lemonlizzie.be), then we will delete this information.

## **With which purpose and on what basis do we process personal data**

Lemon Lizzie processes your personal data for these next purposes:

- The completion of your payment
- To be able to call or email you if this proves necessary to be able to provide our services
- To inform you about any changes in our services and products
- To give you the opportunity to make an account
- To deliver products and services to you

## **Automated decision-making**

Lemon Lizzie does not make decisions on things that can have (significant) consequences for persons based on automated processing.

## **How long we store personal data**

Lemon Lizzie does not store your personal data longer than strictly necessary to realise the purposes for which your data are collected. We have a retention period maximum of 2 years for the following personal data:

- First and last name
- Sex
- Address
- Telephone number
- Email address
- Other personal data you actively hand over for example by creating a profile on this website, through correspondence and by telephone.



- Data about your activities on our website
- Bank account number

This period starts the moment customers places an order at Lemon Lizzie.

### **Sharing personal data with third parties**

Lemon Lizzie does not sell your data to third parties and will only hand these over if this is necessary to carry out our agreement with you or to comply with a legal obligation.

We'll reach an agreement with companies who process your data on our behalf to make sure we handle the same level of security and confidentiality towards your data. Lemon Lizzie stays responsible for this processing.

### **Cookies, or similar techniques, we use**

Lemon Lizzie uses functional, analytical and tracking cookies. A cookie is a small text file that is saved in the browser of your computer, tablet or smartphone when you first visit this website. Lemon Lizzie uses cookies with a purely technical functionality. These make sure the website functions well and can optimise the website. Next to this we use cookies that keep track of your surfing behaviour so that we can offer custom made content and advertisements. At your first visit to our website we already informed you about these cookies and have asked your permission for their placement. You can opt out of cookies by changing the settings on your computer so that the computer does not save cookies any more. On top of that you can erase all the information that was formerly collected through the settings of your browser.

On this website third parties can also place cookies. These are for example advertisers and/or social media companies. A summary below with their purpose:

Shopping cart (functional cookie): Keep track of which items are in your shopping cart. Without this cookie you cannot order any items or place them in your shopping cart.

Choice of cookies (functional cookie): Remember if you gave us permission for the placement of cookies.

Google Analytics (tracking cookie): Measure how you are using the website and how you found us and make reports to try and get insight into this.

Google AdWords (tracking cookie): Measure how you are using the website and how you found us. This knowledge is used to improve our AdWords campaigns.

Facebook (Social Media cookie): With this cookie it's possible to 'like' our Facebook page. This button works through a code that comes from Facebook itself.

Twitter (Social Media cookie): With this cookie it's possible to follow our Twitter page. This button works through a code that comes from Twitter itself.

AddThis (Social Media cookie): With this cookie it's possible to share our content through Facebook, Twitter, Hyves and several other social media websites.

Affiliate marketing (marketing cookies): We use these cookies to reward our partner sites (affiliates, such as Daisycon, TradeTracker and Cleafs) for their contribution to the sales.

Review sites (marketing cookies): We like to be evaluated by our customers. For this we use a review site such as The Feedback Company. This places cookies in order to function properly.

### **Access, adjust or remove data**

You have the right to access, correct or remove your personal data. Next to this you have the right to withdraw any permission to process your data or to object to the processing of your personal data by Lemon Lizzie and you have the right to data portability. This means that you can file a request to send your personal data in a computer

file to another organisation selected by you. You can send your request to look into, correct, remove, transfer your personal data or your request to withdraw your permission or your objection to the processing of your personal data to [info@lemonlizzie.be](mailto:info@lemonlizzie.be). To be sure that the request to look into the data is made by you, we request you send a copy of your identity card together with your request. In this copy, blacken your head shot, your MRZ (machine readable zone, the strip with numbers at the bottom of your identity card), your identity card number and your registration number. This for the protection of your privacy. We will react as soon as possible on your request, at least within 4 weeks. Lemon Lizzie also wants to point out that you have the possibility to file a complaint at the national regulator, the Authority on Personal Data. You can do this through this next link: <https://www.gegevensbeschermingsautoriteit.be/burger/acties/klacht-indienen>

### **How we secure personal data**

Lemon Lizzie takes the protection of your data seriously and takes appropriate measures to counter abuse, loss, unauthorised access, unwanted publication and unauthorised change. If you have the impression your data are not secured well enough or that there are indications of abuse, please contact us through [info@lemonlizzie.be](mailto:info@lemonlizzie.be).

### **Copyright**

Illustrations and designs of Lemon Lizzie are copyrighted and are the intellectual property of Lemon Lizzie. These images may not be used for commercial purposes without explicit authorization by Lemon Lizzie. Whoever wants to use images made by Lemon Lizzie can ask for information concerning this by contacting Lemon Lizzie.

The sharing of photographs from the webshop through social media is allowed, if Lemon Lizzie is mentioned by name and she is clearly referred to as the maker of these products and if a clear and clickable link is added that connects to either the social media page, the webshop or the website of Lemon Lizzie. There is no harm in asking how you go about doing this.

Retailers who sell products by Lemon Lizzie, can use images provided by us in order to promote and sell these products.

Any other questions? Don't hesitate to contact Lemon Lizzie!