



## TERMS AND CONDITIONS

The general conditions apply to all offers and orders. Both bofb - best of both - and the customer recognize electronic communication and will not deny its validity or legal effect based solely on the fact that the communication is electronic.

## OFFER

The displayed items are not always shown in true size or true color, because each screen has different settings and color characteristics. The offers are free of obligation and available as long as stocks last. Special offers on our site are also valid as long as stocks last. We do not honor purchases at clearly incorrect prices on our website.

## ORDERING

You can easily place your order via our webshop [www.bofb.nl](http://www.bofb.nl). You will receive a confirmation of your order by e-mail. After payment, the items you ordered will be shipped as soon as possible. Upon delivery of your order you will receive a proof of purchase, which also counts as a valid warranty certificate. According to European regulations, an electronically [read: online] concluded purchase, is a legally valid purchase agreement, on which a payment must follow. In the event of non-payment after a period of 21 days, the buyer will be summoned in writing, whereby € 10.00 in administration costs will be charged and the seller is obliged to collect the purchase sum plus these administrative costs by judicial means, in which case also the costs are charged to the buyer.

## METHODS OF PAYMENT

All prices mentioned on our website are consumer prices in Euros and include VAT. The payment options are: - Pick up and pay for orders in our store in Amsterdam - Prepayment on bank account - PayPal - iDEAL - Credit card - Belfius - KBC / CBC - Bancontact - SofortBanking / DIRECTebanking -

## SHIPPING COSTS

All orders are sent with track & trace. Orders within the Netherlands for € 100.- and up will be sent through insured shipping for free. For purchases under € 100.- shipping costs within the Netherlands for the buyer will be € 6.50 for insured shipping, or € 3.80 for uninsured mailbox-shippments.

## OWNERSHIP RETENTION

The ownership of the articles delivered by bofb - best of both - will only pass to you if you have complied with all that you owe to bofb - best or both - pursuant to any agreement. The risk with regard to the delivered items is transferred to you at the moment of delivery.

## WARRANTY

All warranty provisions of the manufacturers of the items delivered by us apply in full to you as the buyer of our products. This warranty does not affect your rights that result from the law. The proof of purchase that comes with every order is also your warranty certificate.

## COMPLAINTS

We (bofb - best of both -) are members of the Dutch Gold and Silversmith Association (VGZ). The Dutch Gold and Silversmith Association (VGZ) is an active interest group for Dutch gold and silversmiths. The association is a branch organization that is affiliated with the Federation Gold and Silver (FGZ), the umbrella industry organization for the entrepreneurs in the gold, silver, watchmaking and precious stones sector. The VGZ also guarantees the quality of the branch through the establishment of a competent and independent complaints committee.

## PRIVACY - SEE PRIVACY DOCUMENT FOR EXTENSIVE EXPLANATION

At bofb - best of both - we take the protection of the personal information you provide seriously and therefore use it only for the intended purposes.

For more information about privacy, view our privacy document at:

**<https://www.bofb.nl/privacystatement>**

## RETURN RIGHT - SEE RETURN DOCUMENT FOR EXTENSIVE EXPLANATION

You have the right to withdraw from online purchases. A right of withdrawal applies for all ordered products of 14 calendar days after receiving the article. During 14 calendar days you may terminate the contract without giving any reason. For that reason, you can return an item or exchange it for another product within 14 calendar days after receiving your order.

During this period, you must handle the product and the packaging with care. You should only unpack or use the product to the extent that is necessary to assess whether you wish to keep the product. If you use your right of withdrawal, you must return the product with all accessories and - if reasonably possible - in the original condition and packaging to us, in accordance with any instructions provided by us <https://www.bofb.nl/return>.

For more information about the return right, see our return / revocation right document:

**<https://www.bofb.nl/returnrights>**