

# Terms and Conditions - v7

Glamrock Clothing

29-11-2018

## TERMS AND CONDITIONS OF GLAMROCK CLOTHING:

### Shipping

All prices are in euros including VAT and excluding shipping costs (prices may be subject to change).  
For obvious errors Glamrock Clothing is entitled to charge the right price.

We ship using PostNL or TNT post.

If desired, the package can be sent by registered mail, the extra cost of this registered mail will be charged to the customer.

For orders over € 99 within the Netherlands, € 130 in Belgium/ Germany, € 150 other European countries and €175 outside Europe, we do not charge shipping costs.

However, when you return a part of the package and the order drops below this amount, regular shipping costs will be deducted from the back deposit.

We deliver worldwide.

When ordering you can specify if it should be sent standard or with track and trace code or if it should be sent by registered mail.

When you want your package delivered at a post office or a pick up point please use PostNL Checkout or state clearly at the delivery address that this address is a collection point / post office.

Shipment of an order as envelope / without track and trace is at your own risk.

Should your order get damaged or get lost in the mail Glamrock Clothing can not be held responsible.

### To Order

If you want to order an item, click on the item: Order.

You can then select a size and any color or print.

Then press: add to cart.

After that you can continue shopping, or select a payment method and shipping method and complete your order.

Upon completion you will receive a confirmation email with payment details, items ordered and the amount including shipping.

Once payment is received by us, the order will be sent to you within 2 weeks.

We do our best to send orders placed and paid before 16.00 hours on working days on the same day.

(If in stock, except for force majeure)

If the item is not in stock, the delivery time is 2-4 weeks.

In this case, you get an email and can possibly be picked another article or the order may be canceled, this is also the case when the delivery time is longer than 4 weeks.

Larger or smaller sizes can be ordered separately via email to [info@glamrockclothing.nl](mailto:info@glamrockclothing.nl), these are then ordered separately allowing the delivery and / or price may vary.

### Special order items.

On order, if possible, we also supply other items of the brands in our collection.

This is subject to special conditions:

- Articles must be paid for order with the brand.
- These items can not be exchanged or returned.
- If desired, we are willing to sell the item in our store, after-sales, we will return the purchase price.

### To Pay

Payment can be in the following ways:

- Forward by transfer to Rabobank account number IBAN NL70 RABO 0122 4133 77 quoting the order number.

BIC: RABONL2U

- By ideal, Mister Cash / bank check or Instant-banking.

- By Paypal.

The cost is 3.6% of the amount payable.

Details regarding payment will be sent by mail to your toegestuurd after placing the order.

Once an order is placed, the articles are 7 days reserved for you.  
If payment after 7 days is not within, the article goes back into the store.  
Should there be a reason for delay in payment, please let us know.  
The order can be canceled without giving any reason within 24 hours unless it has already been sent.  
After shipment is subject to the standard return conditions.

#### Exchange

We would like to inform as well as possible about the items, can be consulted with any questions via [info@glamrockclothing.nl](mailto:info@glamrockclothing.nl).  
If an item does not meet your expectations or do not fit, it can be exchanged or returned with the exception of specially ordered items and earrings / piercings.

There are some conditions:

- the product must be returned in original condition, not worn, no odors and as much as possible in the original packaging with tags attached.
- when doubt whether an item is worn we charge 15 euros dry cleaning costs.
- within 14 days we have received a message or an items is returned or exchanged.
- The shipping cost for return are for the buyer.

If you want to exchange or return something please inform us by email so that we can arrive at the best solution.  
Send without consulting any return items.

When returning a whole package we will refund the purchase price less the costs charged, standard shipping.

If the package consist of several articles of which a portion is returned we will reimburse only sent the purchase amount.

When I ordered this case, the value below € 99 / € 130 / € 150/ €175 (within the Netherlands / Belgium / Europe/ outside Europe) we will refund the purchase price minus the standard shipping.

Within 14 days we will refund the amount in return.

In exchange, the shipping cost of resending an article for Glam Rock Clothing.  
In workmanship or faulty supply all costs will be compensated and if no new article sent also purchase costs.  
Send in this case, first an email so we can contact for discussion and solution.

By placing an order and paying them to give your assent to the terms and conditions.  
In case of force Glam Rock Clothing can cancel the order.  
The payment will be refunded within 2 weeks after the notice of cancellation.

#### Privacy:

The personal information required to place an order will not be provided to third parties.  
Without our permission, no part of our website are reproduced.

#### Privacy:

The personal information required to place an order will not be provided to third parties.  
All rights reserved, without our permission, no part of our website may be reproduced or copied.

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