

Terms and Conditions - v2

puuranders

22-01-2015

TERMS AND CONDITIONS

1. GENERAL

When ordering an item from Puur Anders, the customer automatically agrees to our terms & conditions.

2. PRIVACY

The information provided while placing an order is used only to complete the order. Any additional information provided about a gift recipient, when placing an order, is used solely with regards to the shipment of the product. Puur Anders does not share this information with outside parties except to the extent necessary to complete the order. Puur Anders never uses or shares any information provided online for other purposes than the ones described above.

3. CARE

Every item is handmade with care. Please be careful with water and fire. All of the items are not suitable for children. Puur Anders is never responsible for damage to the items caused by uncareful use, violence or abuse. Neither is Puur Anders ever responsible for physical injuries caused by the jewelry.

4. HANDMADE

Every item is handmade and therefore unique. Colors and products may vary a bit.

5. PRICES

All prices are exclusive shipping costs. According to the Tax Collectors Office Puur Anders is a small business and is discharged of the administrative obligations according VAT. Puur Anders cannot collect or reclaim VAT.

CUSTOM ORDERS: In the shop you'll find the price of every item (exclusive shipping costs). These prices are inclusive 1 - 2 previews. The prices for orders that are not standard in the shop are available on request.

INTERNATIONAL BUYERS – Please Note: Import duties, taxes and charges are not included in the item price or shipping charges. These charges are the customer's responsibility. Please check with your country's customs office to determine what these additional costs will be prior to buying.

Prices are correct at time of publication, errors and omissions excepted. Orders will be processed at the published prices, otherwise, in the case of any unexpected change in price, you will be informed and asked if you wish to reconsider your order before proceeding. All prices are stated in Euro's (€). Customers living in countries without the Euro (€) as their national currency, must be aware of extra costs their bank will probably charge for making a booking in Euro's.

6. ORDERING INFORMATION

You can easily order, by using the order-button you will find aside the particular item of your choice. Just follow the ordering steps, by filling in the required information. You will receive a confirmation of your order by email including delivery costs and further payments instructions. For customers who paid with iDEAL or PayPal this email is just a confirmation of their order.

7. PAYMENT

Puur Anders accepts payments via Paypal, IDEAL or bank transfer. Payments must be received within 2 days of purchase or I will have to cancel the order. If you are having problems with Paypal or IDEAL that may delay payment just let me know.

8. DELIVERY TIME

NON-CUSTOMIZABLE ITEMS: Your order will be shipped within 3 days. As soon as your order is shipped, you will be sent an email to confirm that it's on the way. When the item isn't in stock, Puur Anders will send you an email about the new delivery time.

CUSTOM ITEMS: A handmade product takes time to make. Puur Anders asks for 4-6 weeks turnaround time before shipping. The delivery time for orders that are not in the shop will be discussed together.

DOMESTIC DELIVERY: Delivery within The Netherlands will take about 1 - 2 workingdays after shipment.

INTERNATIONAL DELIVERY: Delivery within Europe will take about 2 to 7 workingdays after shipment. Delivery outside Europe will take about 4 to 12 workingdays after shipment. Keep in mind these are estimated timeframes. Also when you live outside of Europe your order can get held up in customs.

9. DELIVERY COSTS

All payments must be received before your order will be processed. The shipping costs are inclusive packaging costs. Packaging costs are the costs for shipping your order, not for the giftbox.

DOMESTIC DELIVERY: Delivery charges depends on the weight of the package (most of the time: € 3,50) . Before checking out in your shopping cart you'll see the shipping costs for your order.

Every item is shipped as letter mail (without insurance or track and trace), so it fits in your mailbox. The flowers don't fit in a mailbox package, so these will be shipped as a package with track and trace (= € 8,00).

INTERNATIONAL DELIVERY: Every item is shipped as letter mail (without insurance or track and trace), so it fits in your mailbox.

The flowers don't fit in a mailbox package, so these items will be shipped as a package (also without track and trace). If you prefer shipping with track & trace/insurance, please contact Puur Anders. Puur Anders will adjust the charges. Delivery charges for countries within Europe and the rest of the world depends on the weight of the package. Before checking out in your shopping cart you'll see the shipping costs for your order. Please Note: Import duties, taxes and charges are not included in the item price or shipping charges. These charges are the customer's responsibility. Please check with your country's customs office to determine what these additional costs will be prior to buying.

10. CHANGING OR CANCELING YOUR ORDER

If you want to change, or cancel your order, please notify Puur Anders on the same day your order is placed. Please contact Puur Anders by e-mail or phone. Changing or canceling your order is only possible when your order has not been dispatched yet, or (in case of a custom made item) production has not started yet.

11. RETURN AND REFUND POLICY

CUSTOM ITEMS: Puur Anders cannot give refunds on custom items. You can contact Puur Anders, so Puur Anders can try to solve the problem.

NON-CUSTOMIZABLE ITEMS: Please contact Puur Anders before returning any items. You will receive the return address by e-mail. You have the right to return your purchases within 14 days. These 14 days start from the day you received the goods. Products are to be returned in original condition in original, undamaged packaging. Puur Anders reserves the right to refuse any returns.

Puur Anders cannot be responsible for orders lost /stolen/broken in the mail.