

Algemene voorwaarden - v3

deukkeplukjes

21-03-2013

PRICES

Unless otherwise stated or agreed on in writing, the prices stated for the products and services offered shall be in euros, including BTW/ VAT and excluding handling and shipping costs, any taxes or other levies.

PAYMENT

PRE TRANSFER

You can transfer your payment to the DE UKKEPLUKJES' bank account. After your payment is received, your order will be send. Please be aware that you are responsible for possible extra costs calculated by your bank. I will send you your order. Shipping costs are 5 euros. International orders may cost more. In this case you will be notified by mail.

PAY AT PICKUP

You can also make an appointment and pick up your order. Please mail me at karevandecasteele@gmail.com or sms me on 0473/56.77.19 In this case no shipping costs will be added.

SHIPPING

Once the amount is credited to the account of DE UKKEPLUKJES, DE UKKEPLUKJES will aim to process your order within 3 business days. International orders will take longer. If this is not possible, you will receive this in an e-mail message. All products will be carefully wrapped. Orders will be shipped with bpost. DE UKKEPLUKJES is not liable for loss and / or damage to goods during shipment via bpost

INTERNATIONAL SHIPPING

DE UKKEPLUKJES ships her products to all over the world. The shipping cost will vary per country. Customs and duty Shipments outside the European Union may be subject to import duty/tax or customs clearance charges, which may be applied once a shipment reaches the country. DE UKKEPLUKJES has no control over additional customs charges and as such, these charges are to be paid by the purchaser.

DELIVERY

DE UKKEPLUKJES is doing the best she can to deliver your package as soon as possible after receiving your payment. Your order will be dispatched after receiving your payment. A normal delivery within Belgium will take 3 - 5 days after receiving your payment, excluding weekends and holidays. International orders will take longer.

DE UKKEPLUKJES is not liable for loss and / or damage to goods during shipment.

You can order at an additional cost - registered and / or insured - shipment. If you prefer this option, please mention this on the order form. I will send you an estimate of the additional costs.

WARRANTY

DE UKKEPLUKJES guarantees that the delivered items meet the specifications stated in the offer. Exceptions are differences in colour or texture. Most items are handmade, so they are not exactly identical. Defects that have arisen as the result of normal use or are due to the significant debt of the customer are not covered by warranty

RETURNS

Upon delivery, you are obliged to inspect the products to determine whether or not they comply with the agreement. DE UKKEPLUKJES spends much time in searching and selecting products and would like to offer you the best. If for any reason you are not fully satisfied with your order, you can return the item(s) within 7 days for a refund or exchange. Please send a e-mail message to karevandecasteele@gmail.com to notify a return/exchange. All returns/exchanges must be in new, unused condition. Shipping and handling charges are non-refundable. Return shipments with insufficient postage shall not be accepted.

The return shipments accepted by DE UKKEPLUKJES shall be replaced with a substitute product, or the original invoice amounts refunded excl. postage & handling costs, as soon as possible. Refunds shall be given within 30 days of receipt of the returned product. DE UKKEPLUKJES shall not assume any liability whatsoever for damage claims or consequential damage in whatever capacity substantiated as a result of the use of its products by consumers or third parties.

FORCE MAJEURE

DE UKKEPLUKJES is not obliged to fulfill any obligations to the customer if hindered by force majeure. In any case force majeure means digital breakdown at DE UKKEPLUKJES and transportation delays (strikes).

INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHT

You must respect all intellectual and industrial property rights attached to the products delivered by DE UKKEPLUKJES in full and unconditionally. None of the images by the artist Karen Vande Castele may be reproduced without written consent of the artist.

PRIVACY

DE UKKEPLUKJES respects your privacy. DE UKKEPLUKJES uses customer information only for processing and shipping orders and will under no circumstance be sold, disclosed or distributed to any third party. This Terms and Delivery apply on every delivery by DE UKKEPLUKJES

DE UKKEPLUKJES:

Designed and made by Karen Vande Castele

trading under the name: Vande Castele, Karen

Chamber of Commerce 0841.511.226

BTW / VAT BE-0841.511.226

RETURN ADDRESS:

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