

# Terms and Conditions - v21

The Woolbag

29-09-2020

## Terms and conditions

These terms and conditions set out your rights and responsibilities when you use the services provided by Thewoolbag.com.

### Offers:

The sale provided by Thewoolbag.com are without obligation. The offers are all subject to the availability of the items on sale. It is not possible to get discount on an item which is on sale. A discount code is not valid in combination with other promotion/discounts or items that are especially ordered for you, the buyer.

### Terms of agreement:

The agreement of purchase between Thewoolbag.com and the customer is established after the order confirmation is shown on screen. When items, which are ordered by the buyer, are not paid within 7 business days Thewoolbag.com reserves the right to sell items to other customers. If the buyer pays for the items after 7 days, Thewoolbag.com will send the items. The items are subject to availability and prices may differ at the time of receiving the payment.

### Terms of payment:

The prices for the offered items are indicated in Euros, including VAT, excluding transportation, other taxes and insurances, unless specified otherwise or agreed in writing by Thewoolbag.com.

All deliveries in The Netherlands must be paid in advance within 7 days after ordering the items. Items for international delivery should be paid within 14 days after ordering, unless agreed otherwise in writing by Thewoolbag.com.

Payment can be made as specified during the ordering process. Additional conditions of payment and/or the order might be needed for your order. In case of payment by bank, the applicable date of payment is the date of credit entry of Thewoolbag.com bank account.

If the term of payment is exceeded, Thewoolbag.com reserves its right to immediately cancel the agreement and/or any associated agreements without any further notification.

Information you give us during ordering or when sending us a request for information will stay on the servers of our provider Mijnwebwinkel. Mijnwebwinkel takes care for the security that is used during the processing of the information and takes adequate measures to protect the information given against being lost or any way of unlawful use or processing. Standard an SSL-connection will be used.

### Payment methods:

Payment in advance, via bank transfer.

Payment in cash upon pick up of ordered goods at Thewoolbag.com.

### Terms of delivery:

Thewoolbag.com will ship the ordered items within 1 to 2 business days based on availability. Thewoolbag.com will ship the items by post. Thewoolbag.com is entitled to deliver the ordered products separately (no extra costs for shipping will be charged.) The items are consigned when the buyer has paid for the ordered items.

The delivery times specified on Thewoolbag.com are only intended as an indication. Thewoolbag.com depends on its manufacturer for the delivery of goods. Exceeding the delivery time will not result in discount, cancellation or dissolving the agreement as some items are specially made for the customer. Custom designs and/or products that are modified for the customer cannot be cancelled, unless agreed otherwise.

### Terms of shipping:

Orders will be delivered or picked up on appointment (by phone or email.) Thewoolbag.com will confirm your order by sending a confirmation email to the email address supplied by the buyer. The confirmation email contains an overview of the ordered items including personal details of Thewoolbag.com and the buyer's personal details. All prices are including VAT and excluding shipping costs. The invoice will be sent within the package.

### Return policy:

Items purchased at Thewoolbag.com have a return window of 7 days. The buyer is responsible for return shipping charges, even when decided to return a part of the ordered goods. This may not be applicable when it is explicitly discussed with the seller, Thewoolbag.com.

Items must be returned in the original manufacturer's packaging in its original state. Your refund will be transferred to your bank account within 2 business days.

Embroidery threads, fabrics (cut on demand), earrings, needles and opened packages cannot be returned. These items will not be refunded when returned to Thewoolbag.com without any prior agreement.

### Warranties and complaints:

Thewoolbag.com takes great care in shipping and processing your order. If you have purchased any items on Thewoolbag.com that are defective, you should notify Thewoolbag.com immediately or within 7 days after receiving the items by sending an email or a letter. You should also notify Thewoolbag.com when you reasonably identify

defects, which were not visible after receiving the items, within 14 days after receiving the product. Thewoolbag.com will only replace the item or refund the cost of the item if the defects are established by Thewoolbag.com. The item(s) must be send to Thewoolbag.com in the original manufacturer's packaging in its original state. The refund or replacement of items will only take place AFTER RECEIVING the item(s).

Applicable law and court with jurisdiction:

These conditions and all rights, obligations, offers, orders and agreements to which these conditions are applicable are governed by Dutch law only.

All disputes between the parties will be referred exclusively to a competent judge in The Netherlands.

If a dispute occurs, the conditions specified in the Dutch language will always prevail.

For any disputes you may look at: <http://ec.europa.eu/consumers/odr/>

Thewoolbag.com cannot be held responsible for any inaccuracies in prices, text or pictures on Thewoolbag.com.

Thewoolbag.com is a part of Jewelflower®.

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Because of thefs of our personal addresses we do not show the details on this website. If you think to have a reason for asking for them, you may apply for them.

(Download Conditions as PDF.)