

# Algemene voorwaarden - v1

back2base-publishing

10-03-2016

## General

We appreciate your confidence in our company. Back2Base aims at offering her customers an optimal service and the best possible quality. Our customer is king and the supplier deserves his respect. Both parties trust is essential.

By ordering you confirm your agreement with our general sales conditions. All these conditions are described hereafter. Back2Base reserves the right to complete and/or change these conditions.

## Prices

Prices in our Webshop are expressed in Euro and are final prices including VAT. They are exclusive of the shipping cost, the details of which are shown whilst going through the different shopping/ordering steps. All prices are conditional to price changes. Changed prices however do not have an effect on running orders.

## Payment/safety of payment

Ordering a product from our Webshop automatically implies a payment obligation. Customers can pay in different ways using professional payment service providers like GlobeCharge, MultiSafePay, Paypal or GoogleCheckOut. All order and payment transactions are being processed according to strict safety requirements protecting your confidential information . If you prefer not to disclose your customer data/ordering info by Internet, we of course can deal with your order in a more traditional way, please contact us at: [info@back2baseshop.com](mailto:info@back2baseshop.com) .

## Delivery

Only after receipt on our bank account of the amount due the products are delivered. Once the amount due is received on our account everything is done to deliver the product(s) as fast as possible to our customer. A delivery term of 1-5 working days after payment receipt is targeted for Holland and the other EU member states. Should the parcel not reach its destination/the addressee, Back2Base will refund the customer for a maximum amount of €50,00. In case a parcel is not delivered or not within a reasonable term Back2Base cannot be held responsible. Shipment costs are automatically calculated in the Webshops ordering process. No particular documents are required for shipment within the EU. In case there are specific requirements (documents, weights or when requirements in certain states would suddenly change, Back2Base cannot be held responsible for any delay or extra cost involved in meeting those requirements. Goods ordered in Back2Base Webshop are delivered at the address you entered. Therefore it is important to precisely fill in the delivery address, certainly if it differs from your home or invoice address. Only for a "fair" reason goods may be returned. Back2Base reserves the right to interpret and clarify the term "fair". When the customer wants to return the good(s) this needs to be done within 7 days from receipt of the good(s). When taking the goods back, Back2Base will refund the purchased amount , exclusive of shipping costs, figuring on the order confirmation form. A refund is also conditional to the goods returning undamaged. The shipment cost for taking back and returning the changed good(s) will be carried by the customer. If a product is out of stock this will be clearly displayed in our Webshop. At your request we can communicate to you when this item will be available again. Back2Base cannot be held responsible for any damage that would occur due to non availability of webshop products.

## Privacy policy

Back2Base respects the privacy of anyone using our Internetsite and Webshop and assures that all personal information given by its customers will always be treated confidentially. Without your permission we will not put your personal data at the disposal of third parties, except for third parties Back2Base engages to carry out delivery.

## Contact

Back2Base aims at offering you the greatest purchasing comfort. Our Webshop and customer service are designed to give you optimal shopping support. If you have suggestions or questions about our products and service, please contact us : [info@back2baseshop.com](mailto:info@back2baseshop.com) .