Terms and Conditions - v34

Behangfabriek 30-09-2026

Terms and Conditions Behangfabriek.com

If you place an order at Behangfabriek.com you declare that you agree to the following terms of delivery.

After placing an order in our shop there is an obligation to pay as a result. You can order 24 hours a day.

Order Confirmation
Once you have placed an order with us, you will receive an order confirmation by email. In the order confirmation you will find an overview of the items ordered and the costs, including any delivery charges and VAT tax. When ordering outside the EU you have to pay the vat and import taxes.

Ordering, payment and delivery of the products
After receiving the order confirmation, the total amount of the order has to be paid within three days by bank transfer to the bank account of Slowclub BV in Heerhugowaard, Netherlands IBAN NL36INGB0007250995
BIC: INGBNL2A
Once the amount is received, your order will be given within 1-2 weeks (or 4-6 weeks on special items) to PostNL postal carrier for shipment. You get a message when your order has been shipped. You always get a message if the delivery will take longer than you were expecting. After sending your order we have no further influence on it's delivery and we are completely dependent on the supplies and services of the postal carrier. Your package will be brought 2 or 3 times to your given home address. If you aren't home to receive the package, then your package is then taken to a pickup location where you can then locate it. You will also receive a message informing you of this. You are responsible for getting / taking delivery of your package. If your package is returned to us because you were unable to accept it, then there is the possibilty of resending it but you will then be asked to pay the added costs of the postage. You are responsible for entering the correct (delivery) address. If you order is returned to us because PostNL can not deliver it due to an incorrect address, then there is the possibilty of resending it but you will then be asked to pay the added costs of the postage. Shipping and Handling Shipping rates are € 5,00 within the Netherlands and € 30,00 till 500,00 within other countries in Europe or International . We don't charge packaging costs such as shipping boxes and bubble wrap.

Exchanges and returns
You have fourteen days to think about exchanging your order in case of a regular size. Items made especially for you on demand on special size and Elitis wallpapers as well as Masureel and Casamance, Arte, KitchenWalls, Emiliana Parati, akoestische panelen, Elitis, Josephine Munsey, WoolWalls, Mind the Gap, Cole & Son, Holden, Isidore Leroy, 123Kea stickers and Click'n Tile articles can not be returned! Within this period, you can send the items back to us if they are undamaged, and in the original packaging. Shipping address: Slowclub BV - Behangfabriek - Ooster Boekelweg 1B - 1718 LN Hoogwoud - Netherlands.
You can choose another item from our range, or you get your payment back. Cost of damage and loss on return are also on your own account. The amount of the returned item will be paid to you.

Complaints / Warranty
Do you have any complaints regarding the goods or about anything else? Please contact us within 48 hours and we will do everything possible to reach a satisfactory solution. Basically you have a month standard warranty on your product, it begins after you receive your product. Transportation Damage All orders are shipped by us in accordance with the General Conditions of the mail carrier. Should you receive a damaged shipment, we ask you to inform us of this within 48 hours of receiving it. There will be contact with you asking for the return of the shipment and your products will be replaced free of charge by us. Note: If you forget to inform us about transport damage or do this too late, your warranty will be invalid. Naturally, we ask you to also carefully observe the General Conditions of the post carrier. Price Deviations We reserve the right to differ prices. We will inform you when price changes. You then have the option to terminate the agreement.

Privacy
Slowclub BV declares emphatically that all information provided by you regarding your address and personal information will only be used for the benefit of its own records and kept private and not shared. Personal information is not sold and not made available to third parties.

Contact
Do you have any questions regarding what you have seen or read on our site, you can send an email to info@behangfabriek.com

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KVK: 65927419
VAT: NL856320183B01