

Terms and Conditions - v2

Atelier Feryn

26-01-2024

GENERAL TERMS AND CONDITIONS

1. General

By using ferynlabel.com and ferynlabel.be and/or by placing an order, you accept that you are bound by the General Terms and Conditions below. Make sure you have read and understood the Terms and Conditions before placing your order.

The fact that products or services are offered at a certain time on ferynlabel.com and ferynlabel.be does not guarantee that these products or services are available at all times. We reserve the right to withdraw products at any time.

We reserve the right to change these Terms from time to time without prior notice to you. The version of the Terms and Conditions applicable to your order is the version found at ferynlabel.com and ferynlabel.be at the time of placing your order. These conditions only apply to online sales via ferynlabel.com and ferynlabel.be and linked social media.

2. Vendor

Registered office: Zussen Feryn BV, Desselgemstraat 75, 8540 Deerlijk, Belgium with Yanne Feryn and Mira Feryn as managers. Registered with the Crossroads Bank for Enterprises (KBO) with company and VAT number BE 0628 943 545.

3. Prices and delivery

The prices listed on ferynlabel.com and ferynlabel.be include the legal VAT but exclude shipping costs. These prices are the only correct prices. If there are price differences on other sales platforms, for orders via ferynlabel.com and ferynlabel.be, only the price shown on the website should be taken into account.

The costs for each shipping option are clearly stated during the ordering process. Shipping costs are calculated according to country.

The delivery of products will take place to the extent possible within the time communicated in the individual order confirmation. Incorrectly communicated delivery addresses are the responsibility of the buyer and may result in additional charges. Unpaid orders are automatically cancelled by us after 14 days.

The stated delivery times are not binding, but are given purely as an indication. No delay in delivery can give rise to cancellation of the purchase or payment of damages in favor of the buyer, except in cases of intentional delay. We are entitled to make partial deliveries.

In case of non-delivery of the goods, any sums paid by the buyer shall be refunded without interest or other compensation.

4. Quotes and acceptance of the order

All our offers are without obligation. We are only bound by an order after we have confirmed it in writing or after we have begun to execute it. The information about the products and pricing, as well as the detailed order information, are prepared and communicated subject to change and correction. Any objections to the invoice must be notified to us in writing no later than 7 days after receipt of the invoice.

5. Right of renunciation

In the framework of remote sales to consumers falling within the scope of application of the Law of 14 July 1991, the consumer has the right to notify the seller that he renounces the purchase, without payment of a penalty and without giving a reason, within fourteen working days from the day following delivery. If the consumer invokes this option, he must return the goods at his own risk and expense, by registered post, to Zussen Feryn BV, Desselgemstraat 75, 8540 Deerlijk. Goods specifically designed for the buyer will not be taken back and the buyer cannot therefore invoke the renunciation clause. Goods made specifically with a combination or engraving chosen by the buyer will not be taken back and the buyer cannot invoke the renunciation clause.

6. Return

Zussen Feryn BV guarantees a full refund, or if desired replacement, of returned items pursuant to paragraph 5 (Right of Renunciation), provided that all items are returned in the same condition as they were upon receipt. This means that the items must not be damaged, dirty, altered or worn, nor contain any signs of use.

If you wish to return an item, you must use the following return form:

http://economie.fgov.be/nl/binaries/Bijlage_2_WER_VI_Modelformulier_voor_herroeping_tcm325-246013.pdf

You can deliver the returned goods to a DPD pickup point in Belgium.

Provided the above conditions are met, you can expect a refund within 2 weeks of receiving the returned items. The refund will be made via the same payment method you used for your purchase. Goods specifically designed for the buyer, or made in a combination chosen by the buyer, will not be taken back and therefore will not be refunded.

7. Payment methods

You can pay for your order through the online payment methods or by using a gift certificate. Once your order has been received, all payment instructions will be provided to you. As soon as the payment has been received, you will receive a confirmation by e-mail.

You will receive the legally required invoice in the shipping confirmation e-mail.

8. Force Majeure / Liability

We shall not be liable for any delay in the performance or non-performance of our obligations due to events beyond our normal control, including production interruptions, difficulties in acquiring or shortages of raw materials, work force, energy or transport or delays in transport, strikes, lock outs, work interruptions or other collective labor disputes affecting either ourselves or our suppliers, even if these events are foreseeable.

9. Colors

We make every reasonable effort to represent as accurately as possible the properties of our products, including composition and colors. The color you see depends on your computer system and we cannot guarantee that your computer will display these colors correctly.

Please also note that we work with natural materials where color variations and texture differences are possible.

10. Warranty

If the goods you have purchased show defects, Zussen Feryn BV will fully comply with the statutory guarantee regulations. If you have a complaint as a result of obvious material or manufacturing defects in the goods delivered by us, including transport damage, you must, in order to be admissible, notify us in detail by e-mail. This within 5 days after receipt of the goods.

Then return the goods without delay together with the pre-printed return form.

11. Complaints

We try to describe the offered articles as accurately as possible and to clarify them with pictures.

Should typographical errors (material errors, misses) occur, this is due to human, involuntary error and no rights can be derived from this.

Colors in the pictures may also vary slightly from the real colors. Settings and quality of your monitor may influence this, as well as the light. We cannot accept exchanges based on color deviations.

We make every effort to check our products for any errors or defects.

To be admissible, any complaint must be formulated in detail by e-mail within 7 days of receipt of the goods.

We make every effort to prevent, remedy and resolve any complaints. We cannot be held liable for injuries or damages resulting from use of our products.

If you have any doubts about a certain product or wish further information, you can always contact us for more info at contact@atelierferyn.be.

11. Severability

If any part of these Terms and Conditions is declared invalid or void by any court or legislature, the remaining Terms and Conditions shall remain in force.

12. Company details

Feryn Sisters BV

Business address: Driesknoklaan 112, 8540 Deerlijk, Belgium

VAT number: BE 0628 943 545

Contact details: Desselgemstraat 75, 8540 Deerlijk, Belgium

Email: contact@atelierferyn.be