

General Conditions Website Rose Oil dated 01-11-2016.

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Article 1 - Definitions

In these terms and conditions shall apply:

1. Supplementary agreement means an agreement whereby the consumer products acquired in connection with a distance contract and these goods are provided by the trader or by a third party on the basis of an arrangement between that third party and the trader;
2. Grace period: The period within which the consumer can exercise his right of withdrawal;
3. Consumer: the natural person who is acting for purposes relating to his trade, business, craft or profession;
4. Day: calendar day;
5. Digital content means data which are produced and supplied in digital form;
6. Durable medium: any device - including also e-mail - that the consumer or business that enables information to him personally, store in a way that future consultation or use for a period appropriate to the purpose for which the information is used, and which allows the unchanged reproduction of the information stored;
7. Right of withdrawal: the ability of the consumer to see within the waiting period of the contract;
8. Entrepreneur: the natural person referred to in Article 2, which offers products to consumers over distance;
9. Distance contract: an agreement to be concluded within the framework of an organized system for distance selling of products, and to conclude the agreement exclusive or joint use of one or more between the trader and the consumer techniques of distance communication;
10. Model withdrawal form: the form set for withdrawal. The form is not available to be made if the consumer in respect of the order has no right of withdrawal;
11. General Conditions: these General Terms and Conditions of the entrepreneur.

Article 2 - Identity of the entrepreneur

HAWK Administration

Vienna Street 6

2034 CR Haarlem

Email: hawkroseoil@gmail.com

Commercial Register: 34126529

VAT identification number: NL114268435B01

ING Bank: NL77 INGB 0007592085 BIC: INGBNL2A

### Article 3 - Applicability

1. These terms and conditions apply to every offer of the entrepreneur and any agreement reached at a distance between businesses and consumers.
2. Before the agreement is concluded, the text of these general conditions made available to the consumer.
3. If one or more provisions of these terms and conditions are wholly or partially invalid at any time or be destroyed, then continue the agreement and these conditions will remain in position and the provision will mutually immediately be replaced by a requirement that the intent of the original approach as much as possible.
4. Situations that are not covered by these terms and conditions, to be assessed 'in the spirit' of these general conditions.
5. Uncertainties regarding the interpretation or content of one or more provisions of our terms must be interpreted "in the spirit of these terms and conditions.

### Article 4 - The offer

1. If an offer has a limited duration or subject to conditions, this will be explicitly stated in the offer.
2. The offer contains a complete and accurate description of the products offered. The description is sufficiently detailed to allow a proper assessment of the offer by the consumer. If the contractor uses these images are a truthful representation of the products offered. Obvious mistakes or errors in the offer binding on the entrepreneur.
3. Each offer contains such information that is clear to the consumer what rights and obligations are involved in accepting the offer.

### Article 5 - The contract

1. The agreement is subject to the provisions of paragraph 4, concluded at the time of the consumer accepts the offer and meet the corresponding conditions.
2. The trader will immediately acknowledge electronic receipt of orders from consumers. Until receipt of this order has not been confirmed by the operator, the consumer may rescind the order.
3. The employer must take appropriate technical and organizational measures to protect the electronic transfer of data and he will ensure a secure web environment. If the consumer can pay electronically, the trader will take appropriate safety precautions.
4. The entrepreneur can within the law - inform the consumer's ability to meet its payment obligations, and of all those facts and factors that are important to a sound conclusion of the distance contract. If the operator under this investigation, has sound reasons not to enter into the agreement, he is entitled to refuse an order or to attach special conditions to the implementation.
5. The entrepreneur will look upon delivery of the product the following information to the consumer, send in writing:
  - A. The address of the establishment of the business where consumers can lodge complaints;
  - b. the conditions under which and the manner in which the right of withdrawal consumer can be exercised, or a clear statement regarding the exclusion of the right of withdrawal;
  - c. information on guarantees and after sales service;
  - d. the price including all taxes of the product and the cost of delivery; and the method of payment, delivery or performance of the contract;

### Article 6 - Right of withdrawal

1. The consumer may terminate an agreement regarding the purchase of a product during a cooling-off period of 14 days without giving any reason. The operator may ask the consumer about the reason for withdrawal, but does not commit to stating his reason (s).
2. The cooling-off period referred to in paragraph 1 shall begin on the day after the consumer has received the product, or:
  - A. If the consumer ordered several products in the same order: the day when the consumer has

received the final product.

b. if the supply of a product consisting of multiple lots: the day when the consumer has received the last shipment;

#### Article 7 - Obligations of the consumer during the reflection

1. During this period the consumer will treat the product and packaging. He will only extract the product to the extent that is needed to read the nature, characteristics and functioning of the product. It is explicitly not allowed to open sealed packages, or to use the product. The premise here is that the consumer should only handle and inspect the product as he would be allowed to do in a shop.

2. The consumer is liable for the full purchase price of the product that is the result of a way of dealing with the product beyond permitted in paragraph 1.

#### Article 8 - Exercise of the right of withdrawal by the consumer and costs

1. If the consumer exercises his right of withdrawal, he shall within the cooling-off period by using the standard withdrawal form on the trader.

2. As soon as possible but within 14 days from the day following the notification referred to in paragraph 1, the consumer shall send back the product. The consumer is back transmission period observed in any case like to return the product before the waiting period has expired.

3. The consumer shall send back the product with all accessories in original condition and packaging, and in accordance with the instructions provided by the entrepreneur.

4. The risk and the burden of proof for the correct and timely exercise of the right of withdrawal on the consumer.

5. The consumer bears the direct cost of returning the product.

6. This Article shall not apply to consumers from countries not belonging to the European Union.

#### Article 9 - Obligations of the trader in case of withdrawal

1. If the trader notification of withdrawal by the consumer electronically allows, it sends an acknowledgment immediately upon receipt of this notification.

2. The trader shall reimburse all payments the consumer, including any delivery costs incurred by the operator will be charged for returned product, immediately but within 14 days following the day on which the consumer notifies him of the withdrawal. Unless the trader offers to collect the product itself, he may wait to return until he has received the product or the consumer demonstrates that he has returned the product, whichever is the earlier.

3. The entrepreneur uses the same means of payment used by the customer for reimbursement unless the consumer agrees to a different method. The repayment is free of charge for consumers.

4. If the consumer has opted for a more expensive method of delivery than the cheapest standard delivery, the trader does not have to reimburse the additional costs of the more expensive method.

5. This Article shall not apply to consumers from countries not belonging to the European Union.

#### Article 10 - Exclusion of withdrawal right

The following products are excluded from the right of withdrawal, but only if the entrepreneur clearly in the offer, at least in time for the conclusion of the agreement, stated:

1. Products which have a coupon code, as made available by the operator, is used by consumers.

2. Products that are discounted with rebates, as expressed in the product.

3. Products, delivered according to specifications of the consumer in a way other than order via the webshop and delivered on the basis of an individual choice or decision by the consumer (color, smell), or obvious to a specific person intended ;

4. Products whose expiry date has been exceeded;

5. Sealed products which were unsealed after delivery;

6. Products which are inseparably mixed after delivery by their nature with other products;

#### Article 11 - The price

1. During the ordered in the offer mentioned period are the products offered prices, which other than the shop, not increased, except for price changes due to changes in VAT rates.
2. Notwithstanding the preceding paragraph may provide the entrepreneur products with variable prices.
3. Price increases by the trader is allowed for products, which are delivered or ordered after other than the shop, from 3 months after the conclusion of the agreement and they are the result of legislation or regulations.
4. The consumer has the power to terminate the contract with effect from the date on which the price increase takes effect in accordance with the 3rd paragraph.
4. The rates in the supply of products or services include VAT and in Euro.

#### Article 12 - Compliance Agreement and extended warranty

1. The operator guarantees that the products comply with the agreement, the specifications listed in the offer, the reasonable requirements of reliability and / or usability and on the date of the conclusion of the agreement existing legal provisions and / or government regulations. The entrepreneur does not guarantee that the product is suitable for other than normal use.
2. By the trader, its supplier, manufacturer or importer provided additional guarantee restricted never legal rights and claims that consumers can do under the contract against the trader valid where the trader has failed to fulfill its part of the agreement.
3. additional guarantee means any undertaking by the trader, its supplier, importer or producer certifying that certain rights or claims to the consumer beyond which it is required by law in the event he has failed to fulfill its part of the agreement.

#### Article 13 - Delivery and execution

1. The entrepreneur will take care in the acceptance and implementation of orders of products.
2. The place of delivery is the address that the consumer has made known to the trader.
3. Subject to what is stated in Article 4 of these terms and conditions, the company will execute accepted orders expeditiously within 30 days. If delivery is delayed or if an order is not or only partially carried out, the consumer receives them no later than 30 days after placing the order. The consumer in this case has the right to terminate the agreement without penalty.
4. After dissolution in accordance with the preceding paragraph, the operator the amount paid by the consumer to repay immediately.
5. The risk of damage and / or loss of products rests upon the trader up to the moment of delivery to the consumer.

#### Article 14 - Payment

1. The amounts owed by the consumer should be made by prepayment.
2. The consumer may only be asserted rights regarding the execution of the order if the payment has been made.
3. The consumer is obliged to report immediately to the trader any inaccuracies in data supplied or specified payment.

#### Article 15 - Complaints

1. The consumer should report complaints by using the web form to contact.
2. Complaints about the performance of the contract must within 14 days after receipt of delivery, are defined clearly and completely submitted to the operator.
3. Complaints submitted to the entrepreneur within a period of 14 days from the date of receipt. If a complaint is a foreseeable longer processing time, is answered by the operator within the period of 14 days, confirming receipt and indicating when the consumer can expect a more detailed answer.
4. The consumer shall inform the trader six weeks to allow time to resolve the complaint by mutual agreement. After this period, a dispute that is subject to dispute.

Article 16 - Disputes

1. Contracts between the entrepreneur and the consumer of these terms refer only to Dutch law.