

# Terms and Conditions - v1

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## General terms and conditions

### General

On this page you will find the general terms and conditions of delivery, sale and payment of IBIZA HAIRWRAPS, located in Aalsmeer. IBIZA HAIRWRAPS is registered at the Chamber of Commerce. Starting point in our business philosophy is to establish and maintain a good relationship with our clients. Therefore, we like to make clear agreements. The general terms and conditions apply to all agreements you make with IBIZA HAIRWRAPS.

### Order acceptance

All assignments and orders are only accepted according to the general terms and conditions and processed accordingly. You accept these terms and conditions when using the IBIZA HAIRWRAPS ordering system.

### Article 1- Offers

- 1.1 All offers on the website are without obligation and while stocks last, unless expressly stated otherwise.
- 1.2 Offers do not automatically apply to any repeat orders.
- 1.3 Special offers or discounts cannot be combined with each other or with any regular customer discount.

### Article 2 - Prices

- 2.1 The consumer prices listed are exclusive of VAT.
- 2.2 All prices are subject to price changes and/or typing errors.
- 2.3 Changed prices do not affect orders already placed.

### Article 3 - Shipping costs

3.1 For shipping, IBIZA HAIRWRAPS charges shipping costs. The amount is related to the size of your order and the country to which it will be shipped. The packages are sent by the parcel service of POST NL unless otherwise discussed with the customer.

### Article 4 - Payment

4.1 With iDEAL you can pay for your online purchases safely and easily. You pay in your familiar Internet payment environment, based on specific security methods of your own bank. It is also possible to transfer via bank. We will send the package as soon as the money is in our account.

### Article 5 - Delivery

- 5.1 As a rule, the ordered items are offered for delivery within 3 working days after receipt of payment.
- 5.2 Many of our products are custom made. Should it happen that products are temporarily out of stock, you will be contacted by phone or email. If the expected delivery time is not acceptable to you, the order can be cancelled by you free of charge. After cancellation a refund will be made as soon as possible, but in any case within 7 days.
- 5.3 IBIZA HAIRWRAPS is not liable for any damage/loss if an order is delivered to an address provided by the client in error.
- 5.4 IBIZA HAIRWRAPS is not liable for loss or damage caused by POST NL.

### Article 6 - Returns / exchanges

- 6.1 Return / exchange is possible, if the package ordered is complete as it was ordered with us and this in writing to us within 2 days after receipt of the package.
- 6.2 You must return the package to us undamaged, in its original packaging, properly packed so that there is no damage to the fragile parts such as the feathers, and with sufficient postage, stating your name, order number and bank account number.
- 6.3 Upon receipt of the return we will refund the full amount minus shipping costs within 14 working days, provided that the returned items are received in good condition.

### Article 7 - Warranty

- 7.1 IBIZA HAIRWRAPS gives a warranty period of 1 month on the bracelets. Provided they have been worn properly and have not been swum or showered with. The IBIZA Hairwraps are not covered by this guarantee period, nor are the feathers that are incorporated in the headbands. The IBIZA Hairwraps are completely handmade so despite the same design, small differences may occur. This results in that the length of the hairwraps can differ a few mm/cm.
- 7.2 The warranty covers material and manufacturing defects. Breaks and scratches as well as other damages caused by wearing the jewelry are excluded. This at the sole discretion of IBIZA Hairwraps.
- 7.3 If you can claim on the warranty you will receive a new item, or, if the item is no longer in the collection, an equivalent product of IBIZA HAIRWRAPS of your choice.
- 7.4 When using this guarantee always contact [info@ibizahairwraps.nl](mailto:info@ibizahairwraps.nl) prior to the return. Please mention your name, address and place of residence, invoice number and which article it concerns. You will receive a response by e-mail.
- 7.5 The warranty provision applies without prejudice to the rights and claims granted to the buyer by law.

### Article 8 - Liability

- 8.1 IBIZA HAIRWRAPS makes every effort to deliver the best possible product. All products have the properties that you can expect under normal use. Upon receipt of the articles you should check them immediately. If they do not meet your expectations, do not conform to your order or do not comply with the description on the website, please notify us immediately by email [info@ibizahairwraps.nl](mailto:info@ibizahairwraps.nl). We will contact you as soon as possible by email or telephone.
- 8.2 The content of the webshop and other expressions of IBIZA HAIRWRAPS is composed with the greatest care. However, IBIZA HAIRWRAPS cannot exclude the possibility that certain information is incorrect and/or incomplete. IBIZA HAIRWRAPS is not liable for the consequences of incorrect or incomplete information, unintentionally provided by it.
- 8.3 IBIZA HAIRWRAPS is not liable for color deviations due to screen quality.
- 8.4 IBIZA HAIRWRAPS is not liable for any damage to the hair which may occur to the hair after wearing an IBIZA HAIRWRAP as well as damage which may occur due to improper use of our products such as putting feathers, beads or charms processed in our products in the mouth or swallowing them.

#### Article 9 - Force majeure

Without prejudice to its other rights, IBIZA HAIRWRAPS has in case of force majeure the right, at its discretion, to suspend the execution of your order or to dissolve the agreement without judicial intervention by means of a written notice. Suspension and/or dissolution may take place without IBIZA HAIRWRAPS being obliged to pay any compensation.

#### Article 10 - Modification of General Terms and Conditions

The latest version or, as the case may be, the version in force at the time the agreement was concluded shall always apply.

#### Article 11 - Applicable law and disputes

11.1 All rights, obligations, offers, orders and agreements to which these Conditions apply, as well as these Conditions, are exclusively governed by Dutch law.

11.2 Complaints can be made in writing by email: [info@ibizahairwraps.nl](mailto:info@ibizahairwraps.nl) or by mail: IBIZA HAIRWRAPS, Ketelhuis 3, 1431LS Aalsmeer. This will be responded to within 30 days at the latest, or informed that the settlement takes more time.

11.3 Disputes between parties may be submitted to the competent court.

#### Article 12 - Privacy policy

12.1 This privacy policy applies to every visit to our website, every transaction and every agreement. Your personal data will be included in our customer database. Your data will be used for the assessment, entering into and execution of the supply agreement and managing the resulting customer relationship and will not be provided to third parties.

12.2 Your data recorded with an order will be used for processing that order and for providing information to you by IBIZA HAIRWRAPS. IBIZA HAIRWRAPS will use your email address for the purpose for which you have provided it, it will only be used internally.

#### Article 13 - Copyright

All rights reserved. No part of this web page/webshop and other expressions of IBIZA HAIRWRAPS may be copied, saved and/or distributed without written permission from IBIZA HAIRWRAPS.

[info@ibizahairwraps.nl](mailto:info@ibizahairwraps.nl)

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