

Terms and Conditions - v3

Order Harm en Elke

07-12-2018

Minimums:

The first opening order has a minimum of €250,- and must be pre-paid before transport. There are no minimum order quantities for each product.

Reorders:

Minimum amount for reorders is €100,-. Reorders will not be released for shipment until payment has been received for any previous orders.

Back order:

When a part of a order is delayed, Studio harm en Elke can decide to place those products in back order. No extra shipping costs will be added. If a retailer prefers to have a part of the order send in advance, extra shipping costs will be added to final invoice.

Nature of handmade products:

All of our products are handmade in our studio in Eindhoven. Due to the nature of our production method, each product may vary slightly and have their own little imperfections.

Payment:

The first order and orders outside of the Netherlands must be pre-paid. All subsequent orders within the Netherlands will be billed at the time of shipment and have a 14 day payment period. Studio Harm en Elke only accepts payments in Euro. Additional payment costs for your payment method will be added to your final invoice.

Delivery and shipping:

Orders will usually be completed and shipped within 5-7 weeks from the date the order was placed. Actual shipping costs will be added to your final invoice. We ship with DHL. International orders are subject to custom restrictions/shipping requirements and buyer is responsible for all duties and import taxes/fees. Rush shipping on orders is available by special request and will incur additional shipping and handling charges.

Shipping time / terms and conditions.:

We are bound to the terms and conditions from the shipment companies. We are trying to deliver the package as soon as possible when they are ready. But it's possible that there are unexpected delays. As determined by the shipment companies we have a 3 month window for delivery.

Drop shipment:

We don't send to a retailer's customer.

Damages and lost goods:

Please inspect all shipments immediately upon arrival. Contact Studio Harm en Elke at info@harmenelke.nl within 3 days of receipt of damaged, missing or defective shipments. Please make a picture of the damaged packaging materials so we may collect shipping insurance. Once received your complaint, damaged or defective merchandise will be reviewed.

Returns / Exchanges:

All sales are final, and can not be exchanged or returned.

Exclusivity & Proximity:

Approval is needed before becoming a retailer from Studio Harm en Elke. This allows us to determine the proximity of your store to other retailers in the area. Proximity and exclusivity will be evaluated case by case and a number of factors will be considered. Studio harm en Elke has the right to end Exclusivity & Proximity agreements at any time. If you have questions please contact info@harmenelke.nl. If accidentally a product is ordered that the retailer is not allowed to sell, we contact you as soon as possible.

Resale:

Due to Exclusivity & Proximity agreement it's not allowed to resale our product to another retailer, or sell at a new location without the permission of Studio Harm en Elke.

Changes to orders:

Any changes or cancellation to orders must be emailed to info@harmenelke.nl or by phone within three days of placing your order. No cancellations to rush orders. Because the products are specially made for you. Orders cannot be cancelled once they have been shipped.

Prices and discount:*

All retail prices are as displayed on the order site. Retailers and Studio Harm en Elke are allowed to give a maximum

discount of 35% for no more than 3 months at the time.

*although we try to maintain the order website as best we can, All information / prices are subject to change without notice.

By becoming a wholesale retailer of Studio Harm en Elke, you are agreeing to these terms and conditions.
Questions or concerns, please feel free to email us at info@harmenelke.nl.