

# Terms and Conditions - v10

KOKON YARN

10-03-2025

KOKON company Details:

Oranjelaan 33  
3971 HD

Driebergen - Rijsenburg  
Netherlands

Kokon yarn Chamber of Commerce nr: 51861674 (KOKON yarn is a brand brought to you by Scaapi)

Kokon yarn VAT number: NL002289606B08

Bank Name:

ABN Amro

Account number: NL25 ABNA 0428 3305 76

BIC/SWIFT code: ABNANL2A

1. By ordering Kokon yarn, you automatically accept our general terms and conditions.
2. Ordering: All wholesale orders can be placed online on our secure B2B website or you may order per mail.
3. Privacy: We ensure your privacy and will not share your details with third parties. The hosting of the Kokon yarn website is done by Mijn Webwinkel in the Netherlands.
4. Payment: We accept payment via Bank transfer, Credit Card, Ideal, Paypal and Transferwise. You will find our banking details at the bottom of your invoice.  
All bank / transfer charges are payable by customer.
5. General terms of payment are : 100% upon ordering.
6. VAT: All prices online are quoted excluding VAT. Upon checking out VAT will be calculated as follows: Dutch stores: 21% VAT will be added automatically, EU stores: at the check out fill in your VAT number. The VAT will be automatically reversed. EU stores without a VAT registration: Upon checking out 21% VAT will be added to your total. Non EU stores: Upon selecting business and entering your company name, no VAT will be added upon check out.
7. Confirmation order and invoice: Upon ordering an automatic e.mail will be generated to your inbox. This is not your final invoice. Your final invoice will be sent to you via mail in the form of a pdf document.
8. Shipping: We ship within the Netherlands with Post NL and internationally with DHL Express. Your shipping costs will be calculated and added to your order before leaving the website.
9. Customs and duties: Any customs or duties charged upon clearing parcels is the responsibility of the customer. Please check with your local customs which value is non taxable. We would advise you to order accordingly, so your box value does not exceed this amount. This amount varies per country / region.
10. Lost: Kokon yarn is not responsible for any parcels that go lost or that are stolen during transport. We do not insure parcels at our own cost.
11. Returns: We strive to send you the highest quality. Should you receive yarn that damaged during shipping, please notify us within 14 days of receipt. We use good quality double walled boxes and require photographs of your damaged box and goods. We will replace damaged goods at our own cost. Failing such notice, the goods shall be deemed to be in accordance with these terms and conditions and you will be deemed to have accepted the goods and to be liable to pay for all and any charges therefor.
12. Intellectual property and copyright: The Kokon yarn range as well as the yarn images and text on the Kokon yarn website is the intellectual property of Kokon yarn and protected by copyright. Any use of the content of the Kokon yarn website must be authorized by Kokon yarn.