

Algemene voorwaarden - v10

The Big Easy

21-12-2021

Terms and Conditions The Big Easy Kitchen BV

If you place an order at The Big Easy Kitchen BV you declare that you agree to the following terms of delivery.

After placing an order in our shop there is an obligation to pay as a result. You can order 24 hours a day.

Order Confirmation

Once you have placed an order with us, you will receive an order confirmation by email. In the order confirmation you will find an overview of the items ordered and the costs, including any delivery charges and VAT tax. You have the right to cancel the order within 14 days after order date.

Ordering, payment and delivery of the products

After receiving the order confirmation, the total amount of the order has to be paid within three days by bank transfer to the bank account of The Big Easy BV in Heerhugowaard, Netherlands IBAN NL77INGB0008111035 BIC: INGBNL2A

Once the amount is received, your order will be ready for shipment in 2 - 12 weeks depending on stock. You always get a message if the delivery will take longer than you were expecting.

Exchanges and returns

It is not possible to exchange or return your Big Easy kitchen once installed. Between order and installation it is of course possible to make any changes.

Complaints / Warranty

Do you have any complaints regarding the goods or about anything else? Please contact us within 48 hours and we will do everything possible to reach a satisfactory solution. Basically you have a month standard warranty on your product, it begins after you receive your product. Warranty on the appliances depend on the brand. You are obliged to register each purchase at the brand yourself.

Transportation Damage: all orders are shipped by us in accordance with the General Conditions of the transport company. Should you receive a damaged shipment, we ask you to inform us of this within 48 hours of receiving it. There will be contact with you asking for the return of the shipment and your products will be replaced free of charge by us. Note: If you forget to inform us about transport damage or do this too late, your warranty will be invalid. Naturally, we ask you to also carefully observe the General Conditions of the transport company.

Privacy

The Big Easy Kitchen BV declares emphatically that all information provided by you regarding your address and personal information will only be used for the benefit of its own records and kept private and not shared. Personal information is not sold and not made available to third parties.

Contact

Do you have any questions regarding what you have seen or read on our site, you can send an email to info@thebigeasy.kitchen

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