

# Terms and Conditions - v4

nepalhandwerk.nl - handicraft products

13-08-2025

## \*\*\* Important Information

As of 1 January 2020, we apply the Small Business Scheme (OVOB - turnover-related VAT exemption) for tax purposes. This means that we are no longer required to issue invoices for VAT purposes and may not charge VAT to our customers. Naturally, we can provide invoices upon request; however, these will not include or report VAT. We deliver to the Netherlands, Germany, Belgium, and Austria.

## \*\*\* Terms and Conditions

All users of our website nepalhandwerk.nl / nepalhandwerk.com are deemed to have read and agreed to the following terms and conditions of nepalhandwerk.nl, a division of Noadis, registered in Venlo with the Chamber of Commerce under number 09100002.

## \*\*\* Applicability

The following delivery and payment terms apply to all our offers and orders.

## \*\*\* Offer

All offers are without obligation unless explicitly stated otherwise in writing. If an offer has a limited validity period or is subject to certain conditions, this will be clearly stated.

Our offers are non-binding. We reserve the right to amend or adjust them. Each offer includes a complete and accurate description of the products offered, sufficiently detailed to enable consumers to make an informed assessment. All images, specifications, and data are indicative and cannot give rise to compensation or termination of the agreement. Product images are a faithful representation of the goods offered. Noadis cannot be held responsible for colour deviations caused by screen quality. As we sell almost exclusively handcrafted items, no two products are identical.

## \*\*\* Prices and Shipping Costs

All prices stated on the website are in euros. We do not charge VAT (since 2020, in accordance with the Dutch Small Business Scheme). Noadis applies the following policy for shipping costs:

\* Delivery within the Netherlands and the EU is free of charge for orders above the threshold stated on the website. For orders below that amount, a standard administration and shipping fee will apply, depending on the weight and size of the package. Items are sent either as small parcels that fit through a letterbox or as larger tracked packages. The shipping method is determined by Noadis. We normally use DHL, PostNL, Deutsche Post, or similar carriers.

\* As of 1 January 2020, shipments to countries such as Germany and Belgium can no longer be sent as letters (where applicable) but only as parcels.

## \*\*\* Payment

Upon placing an order, you will immediately receive an email confirmation stating the total costs. Payment must be made in full in advance, using one of the secure payment methods available.

## \*\*\* Order Delivery

Once Noadis has received your order, you will receive an email confirmation containing all order details. After payment has been received, we will dispatch the goods as soon as possible. If an item is out of stock, you will be notified. Provided the items are in stock, orders are usually delivered within five working days after payment. Noadis cannot be held responsible for delays caused by courier companies. In the event of longer delivery times for any reason, you will be informed by email as soon as possible.

## \*\*\* Order Cancellation

Noadis reserves the right to cancel any order or refuse a customer without stating a reason. You will be informed of such decisions by email.

## \*\*\* Returns / Right of Withdrawal

By law, you have a fourteen-day cooling-off period for products purchased online. This period starts the day after you receive the product. You must notify us by email, stating the article number, purchase date, and bank account details.

Once we have received the returned goods, the purchase amount, including initial shipping costs, will be refunded within fourteen days. The goods must be unused, undamaged, (for textiles: unwashed and unworn), in their original packaging, and accompanied by the invoice. The costs and risk of return shipping are borne by the customer, unless otherwise agreed. Noadis cannot be held responsible for any loss or damage during return shipment.

We reserve the right to refuse returned goods or only partially refund the amount paid if the product is not returned in its original condition. In such cases, Noadis will contact the customer.

Unpaid return parcels will be accepted, but postage costs will be deducted from the refund amount.

If we have delivered an item not in accordance with your order, you may return it at our expense. In this case, both the purchase price and the return shipping costs will be refunded.

In short: we will always aim to find a fair solution together.

### \*\*\* Questions / Suggestions / Complaints

For any questions, suggestions, special requests, or complaints regarding our website or products, please contact Noadis. We will respond as soon as possible. Under normal circumstances, we are known for resolving matters amicably.

### \*\*\* Privacy

Shopping online is a form of distance selling. Some consumers may perceive this as unsafe due to the absence of personal contact. Noadis understands this concern and is committed to handling your data with the utmost confidentiality.

When you place an order, we request your personal details. These are used solely for fulfilling the order and communicating with you as the customer. Noadis will NEVER sell, rent, or otherwise disclose your personal data to third parties.

### \*\*\* Liability

All products offered by Noadis are manufactured to strict quality standards, and we work exclusively with reputable suppliers. Should you have a complaint regarding product quality, please contact us; we will then liaise with the manufacturer. Again, our approach is to resolve issues together.

Noadis is not responsible for loss or damage during shipment.

We are not liable for any typographical or printing errors that may result in the unintentional communication of incorrect prices. In such cases, the price will be corrected.

### \*\*\* Governing Law

All agreements and any disputes arising from them are subject to Dutch law.

### \*\*\* Copyright

All rights reserved. No part of this website may be copied, stored, or distributed without the written consent of Noadis. No rights may be derived from the information provided on this website.

### \*\*\* Company Information

nepalhandwerk.nl is a division of Noadis.  
You will always receive an invoice from Noadis.

Noadis (including nepalhandwerk.nl) is registered with the Chamber of Commerce, Venlo:  
Chamber of Commerce number: 09100002

### Websites:

[www.noadis.nl](http://www.noadis.nl)  
[www.nepalhandwerk.nl](http://www.nepalhandwerk.nl)  
[www.nepalhandwerk.com](http://www.nepalhandwerk.com)

Email: [info \\*at\\* nepalhandwerk \\*dot\\* nl](mailto:info@nepalhandwerk.nl)

Business address (not for visits):

Linnaeusweg  
5915 HM Venlo  
The Netherlands

© 1998–2025 Noadis – All rights reserved.