

Terms and Conditions - v5

TBHstore.nl

11-02-2026

Article 1. Applicability

- 1.1 All offers, orders and agreements of TBH are subject exclusively to these General Terms and Conditions of Sale (hereinafter: the "Terms"), to the exclusion of any other general terms and conditions.
- 1.2 Deviations from the provisions of the Terms are only valid if agreed upon in writing, in which case the remaining provisions shall remain fully applicable.
- 1.3 Placing an order implies your unconditional acceptance of these Terms.

Article 2. Agreement and Website Offers

- 2.1 All offers from TBH are non-binding and TBH expressly reserves the right to change prices.
- 2.2 An agreement is concluded only upon acceptance of your order by TBH. TBH is entitled to refuse orders or to attach special conditions to the delivery, unless expressly agreed otherwise.
- 2.3 Some of the articles offered mention an age classification. By ordering these products, you declare that you are at least of the specified age.

Article 3. Delivery

- 3.1 Delivery times stated by TBH are indicative only. Exceeding any delivery period does not entitle you to compensation, nor the right to cancel the order or dissolve the agreement, unless the delay is such that you cannot reasonably be expected to maintain the agreement. In such case, you are entitled to cancel the order or dissolve the agreement to the extent necessary.
- 3.2 Delivery of the products takes place at the time and place at which the products are ready for shipment to you.
- 3.3 Correct address information is required for delivery. If you wish to have your order delivered to your workplace, clearly state the name of the company located at the delivery address. If this is not done and the order cannot be delivered as a result, the additional shipping costs shall be borne by the buyer.
- 3.4 If you request delivery outside the Netherlands, please provide your telephone number so that the shipping company may contact you if necessary.

Article 4. Prices and Payments

- 4.1 The prices listed for the products and services offered are in euros, inclusive of VAT and exclusive of handling and shipping costs, any taxes or other charges, unless otherwise stated or agreed in writing.
- 4.2 Payment must be made immediately after placing the order.
- 4.3 Payment may be made via PayPal or iDEAL.
- 4.4 If you fail to meet your payment obligations on time, you will be in default, and the claim will be transferred to our collection partner DFI Incasso. TBH is entitled to charge extrajudicial collection costs. These costs amount to a maximum of: 15% of outstanding amounts up to €2,500, 10% of the next €2,500, and 5% of the next €5,000, with a minimum of €40.
- 4.5 Additional terms and privacy policy of Klarna Bank AB (publ)
In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer payment by invoice. Payment must be made to Klarna.
Your personal data will be processed by Klarna in accordance with applicable data protection legislation and as described in Klarna's privacy statement (https://cdn.klarna.com/1.0/shared/content/legal/terms/0/nl_nl/privacy). You must pay the amount within 30 days after placing the order or upon shipment. This also applies to pre-orders with longer delivery times. Klarna's general terms and conditions apply (https://cdn.klarna.com/1.0/shared/content/legal/terms/0/nl_nl/user).

Article 5. Retention of Title

- 5.1 Ownership of delivered products transfers only once you have fully paid all amounts owed to TBH under any agreement. The risk of the products passes to you upon shipment.

Article 6. Intellectual and Industrial Property Rights

- 6.1 You must fully and unconditionally respect all intellectual and other property rights relating to products supplied by TBH.
- 6.2 TBH does not guarantee that the products supplied to you do not infringe any (unwritten) intellectual and/or industrial property rights of third parties.

Article 7. Complaints and Liability

- 7.1 You are obliged to check upon delivery whether the products conform to the agreement. If not, you must notify TBH as soon as possible, and in any case within 14 days after delivery. If it is shown that the products do not conform to the agreement, you may choose either to return the products for replacement by new/other products, or to receive a refund of the invoice value.
- 7.2 As a consumer, you have the right to cancel the order within 14 days of receipt without giving reasons. To cancel, TBH must receive the withdrawal form within 14 days. After cancellation, you have another 14 days to return the product to Galvanistraat 1, 6716 AE, Ede Gld, The Netherlands. The purchase price will then be refunded. Shipping costs are at your own expense; check your carrier's website for exact rates. If you exercise your right of withdrawal, the product and all accessories must be returned in their original condition and packaging. If the packaging seal is broken, TBH cannot accept the return. For TBH (toy) items, the packaging is part of the collectible, therefore opened/damaged packaging will not be accepted. TBH reserves the right to apply depreciation or refuse a return if the product is damaged, incomplete, and/or shows signs of use. To exercise this right, you may contact TBH via info@TBHstore.nl, after which TBH will send you the withdrawal form (also available in your order confirmation email). TBH will refund the order amount within 14 days of receiving your return. For business purchases, the right of withdrawal does not apply. If you wish to cancel a business purchase, a 15% cancellation fee excluding VAT will be charged.
- 7.3 If the product is damaged, or if the packaging is damaged beyond what is necessary to inspect or try the product, we may charge you for the resulting depreciation in value. Please handle the product with care and ensure it is properly packaged when returning it.

Article 8. Orders/Communication

- 8.1 TBH is not liable for any mutilation, delay, or improper transmission of orders or messages due to the use of the

Internet or any other communication medium between you and TBH, or between TBH and third parties, insofar as they relate to the relationship between you and TBH, unless there is intent or gross negligence by TBH.

Article 9. Force Majeure

9.1 Without prejudice to its other rights, in the event of force majeure TBH is entitled, at its own discretion, to suspend the execution of your order or to dissolve the agreement without judicial intervention, without TBH being liable for any compensation, unless this would be unacceptable according to standards of reasonableness and fairness.

Article 10. Miscellaneous

10.1 Many products are shown with catalog photos provided by suppliers, which may differ from the actual product. Photos of loose toys/figures/accessories are actual photos of the product you are purchasing.

10.2 If you provide TBH with a written address, TBH is entitled to send all orders to that address unless you provide a different address in writing.

10.3 If TBH has allowed deviations from these Terms, whether tacitly or otherwise, for a short or extended period of time, TBH still retains the right to demand strict compliance with these Terms. You cannot derive any rights from the fact that TBH applies these Terms leniently.

10.4 TBH is entitled to use third parties in fulfilling your order(s).

10.5 TBH reserves the right to change these Terms at any time.

Article 11. Applicable Law and Jurisdiction

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

11.2 All disputes between the parties shall be submitted exclusively to the competent court in the Netherlands.

11.3 Corporate Social Responsibility: TBH aims to minimize waste. Therefore, we do not use paper packing slips or invoices, and instead provide all information digitally via email or our website.

Article 12. Pre-orders and Cancellation

12.1 Consumers may cancel (non-TCG) orders. This can be done free of charge within 14 days after the order. After this period, we reserve the right (in the case of custom-made products) to charge incurred costs. If you cancel multiple times, you will no longer be able to place pre-orders, as cancellations cost us money. TCG pre-orders cannot be cancelled, revoked, or returned, as the value of these products can fluctuate significantly on the market. By placing an order, you automatically and unconditionally agree to these Terms.

12.2 Each product listing clearly states the expected delivery time. In many cases, delivery will be faster, but please note that it may also take longer. TBH cannot guarantee delivery times. If delivery times change, TBH will update the product listing accordingly.

12.3 It may occur that a manufacturer does not deliver an order. In such cases, we will refund the purchase price including associated shipping costs. Cancellations will be processed in the following order:

Customers with multiple units of the cancelled product.

Based on order date.

12.4 If you choose to pay later via Klarna, in addition to Article 4.5, Klarna's terms and conditions also apply (https://cdn.klarna.com/1.0/shared/content/legal/terms/0/nl_nl/user).

12.5 TBH will notify you via email; these emails may end up in your spam folder. It is your responsibility to monitor your spam folder and to mark TBH as a trusted sender.

Article 13. Complaints

13.1 It may always happen that something does not go entirely as planned. We recommend that you first make your complaint known to us by emailing info@TBHstore.nl.

TBHstore.nl Gift Card Information and Conditions

In addition to our general terms and conditions, these gift card conditions apply to gift cards issued by TBHstore.nl. By using a TBHstore.nl gift card, you accept these gift card conditions and agree to comply with them.

These conditions apply to all gift cards and discount codes (hereinafter collectively referred to as "Gift Card") issued by TBHstore.nl and, where applicable, by third parties designated by TBHstore.nl.

Each gift card has a unique code, which may be numeric, alphanumeric, or text-based. Each Gift Card is issued only once. You must keep the Gift Card (including the code) safe. In case of theft (including unauthorized use by third parties) or loss (including accidental deletion of emails or misplacement of letters), no replacement or compensation will be provided. Only original Gift Cards and codes can be used and must be provided to TBHstore.nl upon request.

To use a discount code from a Gift Card, place the selected products in your shopping cart. Enter the code in the discount code field and click the plus sign to activate it.

The nature, value, duration, expiration date, and any specific terms of use are provided in the letter and/or email you received.

Gift Cards issued by TBHstore.nl and/or designated third parties can only be redeemed for purchases via the TBHstore.nl website.

Gift Cards/discount codes cannot be combined with other discount codes.

Gift Cards cannot be exchanged for cash.

If the total order amount exceeds the value of the Gift Card/discount code, the difference must be paid using one of our offered payment methods.

The balance on a Gift Card cannot be spent in parts. The balance can only be used once. Any remaining balance after use of the Gift Card/discount code will expire.

In case of a refund, you will receive a discount code with the same value as used to pay for your order.

It is not permitted to alter, forge, undermine, or otherwise interfere with Gift Cards (including hacking).

Any (attempted) fraud or other unauthorized act will be recorded, the use of Gift Cards will be denied, and a report will be filed with the police and judicial authorities.

Gift Cards may not be used for commercial purposes or for any purpose other than that for which they were issued.

These Gift Card conditions may be amended from time to time. We recommend that you review the Gift Card conditions each time before using a Gift Card. Continued use of Gift Cards after changes have been made constitutes acceptance of the revised conditions.

If you have any questions, comments, or problems with using the Gift Card, please contact our customer service as soon as possible. TBHstore.nl will handle your email as quickly as possible.