

Terms and Conditions - v2

Stoere Store

03-01-2025

GENERAL TERMS AND CONDITIONS OF STOERESTORE.NL

By placing an order on stoerestore.nl, you agree to the following terms and conditions.
Placing an order in our webshop entails a payment obligation. You can place an order 24 hours a day.

Order Confirmation

Once you have placed an order, you will receive an order confirmation via email.
This confirmation will include an overview of the items ordered and their costs, including any applicable shipping fees.

Ordering, Payment, and Product Delivery

You can pay using PayPal, iDEAL, Klarna Pay Later, or Bancontact.
Payments are processed quickly and securely in your bank's trusted internet payment environment. After approval, the amount will be automatically processed, and your order will be promptly handled.

Payments are processed by a certified company (Mollie), ensuring your privacy is fully protected.
Once the payment is received, your order will be handed over to the postal carrier (PostNL) within a few days. You will receive a notification when your order has been shipped.

Please note:

- Letterbox Mail: Stoere Store is not liable for loss or damage during shipment via PostNL. Letterbox mail is NOT traceable.
- Parcel Post: Parcels are generally delivered within 1-2 business days.

Parcels will be delivered to your provided address up to three times. If undelivered, the parcel will be taken to a pickup location. You will be notified of this.
You are responsible for collecting or receiving your parcel. If your package is returned to us because it could not be delivered, it can be resent upon payment of additional shipping fees.

You are also responsible for entering the correct delivery address. If your order is returned due to an incorrect address, it can be resent after additional shipping costs are paid.

Custom Orders

- For custom orders, communication is conducted via email, and mutual agreements are made.
- A 50% deposit is required, with the remaining amount payable within 14 days after receipt of the order.
 - Once the deposit is paid, cancellation is no longer possible.
 - Custom orders cannot be returned.
 - Discounts do not apply to custom orders.

Shipping and Packaging Costs

- Letterbox Mail: €3.95 for small, flat items.
- Parcel Post (up to 10 kg): €6.95 (PostNL).
- Belgium Shipping: €9.00
- Germany Shipping: €9,50
- France Shipping: €14,25

Exchanges and Returns

You have a 14-day cooling-off period to return your order.

Return Instructions:

1. Email info@stoerestore.nl with the product you wish to return and your order number.
2. Visit <https://www.stoerestore-nl.myparcel.me>, enter the Track & Trace code and your postal code.
3. Click on "Return Shipment."
4. Provide the reason for return.
5. Download the return label.
6. Package the items securely, attach the label visibly, and include the packing slip.
7. Deliver the parcel to a PostNL location.

Returns must be undamaged and received within 14 days. The purchase amount will be refunded once the return is processed.

Custom-made items cannot be returned.

Shipping costs for returns are your responsibility.

Right of Withdrawal

You may cancel your order within 14 days of receipt without providing a reason. After cancellation, you have an additional 14 days to return the product.

- Full order returns: Refund includes the total order amount, including shipping fees.
- Partial returns: Only the product amount is refunded; shipping costs are not reimbursed.

Return shipping costs are at your expense. The product must be returned in its original condition and packaging.

Custom-made products are excluded from the right of withdrawal.

Complaints/Warranty

If you have complaints about the delivered goods, contact us within 48 hours, and we will work towards a resolution.
Standard warranty is one month, starting from the delivery date.

Transport Damage

Report any transport damage within 48 hours of receipt. Arrangements will be made for return, and your items will be replaced free of charge.

Failure to report damage or delays in reporting may void your warranty.

Agreement

If delivery does not occur within four weeks after receipt of payment, you may terminate the agreement and request a refund, unless other arrangements were made.

Price Deviations

Stoere Store reserves the right to adjust prices and will notify you of any changes. You may then cancel the purchase agreement.

Privacy Statement

Stoere Store declares that all personal data provided will be used solely for its administration and communication purposes. Data will not be sold or shared with third parties.

Contact Information

If you have questions regarding this website or its content, email info@stoerestore.nl.

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