

# Algemene voorwaarden - v1

Interior by Nature

25-09-2019

All rights, obligations, specials, orders and agreements that fall under these General Terms and Conditions, and under this condition, are applicable under Dutch Law and Jurisdiction. In the case of translation or explanation of the contents of the website Interior by Nature website, the Dutch version of the text in this website and these General Terms and Conditions will remain determinate.

## 1. General

These conditions apply to all sales and agreements between Interior by Nature and the consumer, whereby Interior by Nature will apply these conditions unless agreed otherwise in writing. If items are ordered from Interior by Nature, the purchaser automatically accepts the conditions set out in these General Terms and Conditions.

## 2. Orders

Once an order has been placed, the consumer will directly receive an email to confirm the details of the order and the total costs associated with the order. All orders will be sent within three working days after receipt of payment by the consumer or as soon as possible. Orders will not be sent during public holidays and official holidays.

We strive to keep our website ([www.interiorbynature.com](http://www.interiorbynature.com)) as current as possible. However, the possibility remains that a certain product is no longer available, in which case we will contact the consumer as soon as possible. A product must be delivered to the consumer within 14 days of the order placement.

## 3. Prices and payment

All prices indicated on Interior by Nature's website are in Euro's and include value added tax. Consumers are able to make payments electronically to Interior by Nature. Shipment of the order will take place once the payment has been received. Shipping costs will be added at the end of the order. For foreign shipments please contact me to determine the shipping costs.

## 4. Delivery

The delivery time is indicative and is therefore not guaranteed. However, the final delivery time will not exceed more than one week (in the Netherlands, all other countries of the indicated delivery time, excepting cases of 'force majeure'. The order will be processed and shipped within three working days of receiving payment. Interior by Nature cannot be held responsible if the post is unable to deliver the order to the consumer on time. Nor is Interior by Nature responsible for customer related issues but is always willing to help in any way. Shipping is done with the utmost care and is secured.

## 5. Money back Guarantee

If the consumer, for whatever reason, does not wish to retain the article, the consumer has the right to return the article within fourteen working days after taking delivery of the article. The consumer must first inform Interior by Nature in writing via email, and must follow all further return conditions and instructions as informed by Interior by Nature. This guarantee does not comply if the article has been damaged, or if the consumer has attempted to mend or alter the article in any way. Return articles will only be accepted if it is sent in the original, undamaged wrapping. Furthermore, the shipping costs of the returned merchandise will be entirely paid for by the consumer. If the return instructions have been followed accurately, Interior by Nature will reimburse the consumer for the returned article(s) within fourteen days after receiving it. If a payment is completed by creditcard, refunds will automatically be applied to the credit card used by the customer at the time of purchase.

## 7. Queries/Complaints

In the case of queries or complaints concerning any of our products or procedures, please inform us by e-mail. You will receive a reply within three working days.

## 8. Privacy

Interior by Nature finds it very important to ensure that all of the consumer's personal information is treated with the utmost care and security. Interior by Nature will not give the consumer's personal information to third parties, except when the information is required for the delivery of the order.

When making an order, Interior by Nature requires the consumer's name, invoice and delivery addresses, and payment details so that an order can be processed. The payment details will only be used to conclude the payment process.

Records of website visits are kept for statistical purposes. Information concerning the amount of visitors and visitor frequency to our website will be used for internal research and website improvement. However, this general information is anonymous and cannot be traced back to the individual visitor.

## 9. Liability

All articles in the assortment of Interior by Nature have been produced with the greatest care. Interior by Nature cannot assume any liability for damages in any form whatsoever, either physical, material or immaterial, that can be caused by malfunctioning of the articles sold by Interior by Nature and/or materials or accessories becoming undone. The actual colour of the products may differ from the colours shown on the computer screens. The items sold by Interior by Nature are products from nature and can have some defects (like slight damage on butterfly wings or bird wings) but Interior by Nature strives to 'cherry pick' the most beautiful specimens.

## 10. Force of the Majority

Despite any other established legal rights, Interior by Nature is entitled, at its own choice, in case of Force of the Majority, to cancel your order, or cancel the purchase agreement without legal intervention, by informing the client in writing. Client is not entitled to any damages, unless given the circumstances this would be unacceptable according to measures of reason and fairness. Money paid will be returned.

#### 11. Copyright

All information on the website of Interior by Nature is protected by copyright. It is illegal to copy, use or distribute any information from this website without first acquiring written permission. None of the text or graphics may be copied or publicly used for printing, photocopying, faxing, overtyping, in an electronic database, or for any other reproduction purposes.

#### Acceptance of General Conditions

All website users are required to be aware of, and to agree with, all of the above General Conditions. By placing an order with Interior by Nature, the consumer automatically agrees to all of our General Conditions.