

Algemene voorwaarden - v1

House of Gray

12-01-2021

Terms and Conditions HouseofGray.nl

If you place an order at HouseofGray.nl 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.

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 WiseTiger BV at Sint-Pancras Netherlands IBAN NL----- BIC: INGBNL2A

Once the amount is received, your order will be given within 1-2 weeks (or 4-6 weeks on special items) to DHL postal carrier for shipment. You get a message when your order has been shipped. You always get a message if the delivery will take longer than you were expecting. After sending your order we have no further influence on it's delivery and we are completely dependent on the supplies and services of the postal carrier. Your package will be brought 2 or 3 times to your given home address. If you aren't home to receive the package, then your package is then taken to a pickup location where you can then locate it. You will also receive a message informing you of this. You are responsible for getting / taking delivery of your package. If your package is returned to us because you were unable to accept it, then there is the possibility of resending it but you will then be asked to pay the added costs of the postage. You are responsible for entering the correct (delivery) address. If your order is returned to us because PostNL can not deliver it due to an incorrect address, then there is the possibility of resending it but you will then be asked to pay the added costs of the postage. Shipping and Handling Shipping rates are € 5,00 within the Netherlands and € 10,00 till 40,00 within other countries in Europe or International . We don't charge packaging costs such as shipping boxes and bubble wrap.

Exchanges and returns

You have fourteen days to think about exchanging your order in case of a regular size. Items made especially for you on demand on special size and Elitis wallpapers can not be returned! Within this period, you can send the items back to us if they are undamaged, unopened and in the original packaging. Shipping address: WiseTiger BV - House of Gray - Bovenweg 227 - 1834 CM Sint-Pancras - Netherlands.

You can choose another item from our range, or you get your payment back. Cost of damage and loss on return are also on your own account. The amount of the returned item will be paid to you.

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. Transportation Damage All orders are shipped by us in accordance with the General Conditions of the mail carrier. 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 post carrier. Price Deviations We reserve the right to differ prices. We will inform you when price changes. You then have the option to terminate the agreement.

Privacy

WiseTiger 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@houseofgray.nl

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VAT: ---