

Terms and Conditions - v6

deebescollection

29-06-2022

DeeBee's Collection General Terms and Conditions

Article 1

1.1.

The webshop is registered with the Chamber of Commerce and makes its legal contribution to the IRS. On our website you can find our KvK number and VAT number. You will also find our contact details there.

1.2.

Our webshop is equipped with an SLL-Certificate. This means that we meet all legal requirements regarding the security of your personal data and payment details. We strive to continuously improve the security of your data. In case of abuse by hackers, we will report it to the police.

1.3.

We never provide your personal data to third parties. If we provide your personal data to third parties, we will always ask you for permission in advance.

1.4.

Since 15 August 2020, our webshop is obliged to ask you for permission in advance regarding cookies.

1.5.

We are obliged to report it to the police in case of possible suspicion of abuse or fraud.

1.6.

The webshop has taken out professional liability insurance, in order to cover itself against any wrongful liability claimed by a customer.

1.7.

We strive to provide you with excellent service at all times. If you have any doubts about the purchase of a product, our employees are happy to talk to you.

1.8.

You can subscribe to our newsletter. You will be kept informed of our offers every two weeks.

Article 2 - Cooling-off period

2.1.

You have 14 days to think about the purchase of a particular product. If you are dissatisfied with the purchase within this period, you can return the product to us. You only pay the shipping costs for returning the product in question. If you have already made a payment, you will receive a credit invoice and the amount you pay will be refunded to your account number.

Note: wigs, hair pieces and lashes can't be returned.

2.2.

Products returned to us must be provided with the original packaging. And unopened.

2.3.

NOTE: From a hygienic point of view, you can't return our products containing hair (such as wigs and hairpieces)

Article 3 - The Agreement

3.1.

The agreement between the webshop and customer is final when the customer has indicated that he has agreed to the terms and conditions and has authorized the merchant to demortm the money from his account, when the customer has paid a payment through iDEAL, Paypal, Sofort banking, Bancontact, or Klarna. After the 14-day cooling-off period has expired and the payment has been received by the online store, the customer has become the owner of the product in question.

3.2.

The agreement was reached electronically, by filling in the necessary fields and agreeing to the terms and conditions.

3.3.

As a customer, you are obliged to fulfil your payment obligation to the webshop. If you do not pay within the time

limit, you will receive a reminder from us. If you still haven't paid after 14 days, you'll be charged. If you have still not paid the claim due after several reminders, we will hand over the debt collection to a collection agency.

3.4.

After you have made a purchase, you will receive a written confirmation by email of your purchase. It contains the product you have bought, what it costs you and where you can go with any complaints and comments.

3.5.

We owe it to you to deliver the product or item to you within 30 days. If due to unforeseen circumstances the item is not available within this period, we will inform you in writing. After the expiry of these 30 days, you will receive a refund from us of any purchase amount already paid. This can never be more than 50 percent of the total purchase amount. However, if you have indicated in advance that a replacement item is also an option, we will provide you with a replacement product or item that meets your needs as much as possible. Of course, you can indicate in advance that you don't want to.

3.6.

The delivery of products abroad may take longer than a delivery in the Netherlands. The costs charged for shipping to an address abroad are visible to you when you purchase the product.

Article 4 - De prijs

4.1.

The prices listed on our webshop always include VAT. The costs to be paid for shipping the product will be visible when you add the product to your cart.

4.2.

When you authorize us to automatically de-bet as an amount from your account number, you are required to provide us with an correct account number. Abuse or fraud is punished and reported to the authorities who need to be aware of it. In addition, a report will be made to the police.

4.3.

The price listed with the product on the website cannot change during your purchase. You will pay the amount that is visible with the product and what is also confirmed to you, if you electronically agree to the purchase. It again lists the purchase price.

4.4.

If you buy a product during a period of no action, you will not be eligible for a discount afterwards.

Article 5 - Complaints and guarantee

5.1.

Complaints about the delivery should initially be reported to us by e-mail. We are happy to speak to you. We will then contact the relevant delivery person regarding the delivery of the product. Of course, our delivery drivers do their utmost to deliver the product undamaged to your home.

5.2.

Complaints about the product itself should be reported to us digitally. These cannot be answered by us personally. Describe your complaint as specifically as possible. We will contact the manufacturer or wholesaler for you and will mediate for you as an intermediary. If it is within our means, we will solve the problem for you ourselves.

5.3.

Complaints are usually dealt with by us within 14 days. The handling of a complaint is always done in writing. After a complaint has been settled, you will receive a post-complaint survey from us. Please please fill it out and return it to us. We want to provide you with excellent service at all times.

5.4.

If the user provides a guarantee to the customer regarding the work or products it has supplied or delivered, it will expressly make this known to the customer in writing. In the absence of such explicit written notification, the customer may not invoke a guarantee, without prejudice to his legal rights arising from mandatory provisions of law. If this is different, you can read this in the written confirmation that you will receive from us with the product you have purchased, and on the invoice you will receive by e-mail. We can only offer a limited warranty on consumable and use products such as hand-out gifts. If you discover a defect or defect in one of our items, please report it to us within 48 hours of delivery.

5.5.

If the product breaks down within the warranty period, we will reimburse you for the full purchase amount. However, this does not apply where there is intentional or deliberate damage. We also kindly ask you to contact your insurance company if the damage takes place after the warranty period. It is possible to claim these on the contents insurance. For both situations, it is not possible to refund without a receipt. After the expiry of the warranty period, the new value will also be cancelled in the case of possible payment of damages. Payment is then made on the basis of daily value. If you agree to the Webwinkel Terms and Conditions, we kindly ask you to check the box. Without checking the

box, no agreement can be reached. Of course we sincerely hope that you have a lot of fun with your purchase! If you have any questions, you can of course contact us.