

Terms and Conditions - v2

evatheuerzeit

05-02-2021

General Terms and Conditions.

Eva Theuerzeit located at 7554 SE in Hengelo, registered in the KVK under the number 53177606.

Contact details: Eva Theuerzeit, tel: 0031 6 14 28 39 17, evatheuerzeit(@)gmail.com

Here you can read the Terms and Conditions that apply to all purchases made from Eva Theuerzeit in the web store, in the atelier or at a fair or event.

Article 1 Disclaimer.

The General Terms and Conditions apply as soon as the customer places an order, requests a special order or repair. In doing so, the customer explicitly acknowledges having read these terms and conditions and approves of them in their entirety and without reservation. Although Eva Theuerzeit makes every effort to present the content on the website correctly, exceptions may occur that contain data errors. If a statement on the website contains an obvious error, Eva Theuerzeit reserves the right to cancel any orders placed on the basis of this obvious error.

Article 2 Prices.

All prices quoted are in euros, and always include V.A.T. All prices in the online shop include V.A.T. The prices quoted on the website and in the online shop are valid at the time of publication on the site; these prices are subject to price fluctuations because of the fluctuations in the price of precious metals and stones. The price statement applies only to the articles as described verbatim. The accompanying photos offer a good indication but may contain elements that are not included in the price. Each item is described as best as possible in the product information. In the prices for an order, special commission or rework and repair the 21% VAT is included in the quote. For an order, from the moment of acceptance of the quotation, 50% of the price to be invoiced shall be paid in advance by bank transfer. The delivered items remain the exclusive property of Eva Theuerzeit until paid for in full by the customer.

Article 3 Payment.

Upon receipt of the online order and payment, your order will be processed as quickly as possible. We do our best to confirm your order within three days. When ordering in the studio or via email, you will receive a quote from us by email. The quotation will be valid for six weeks. After accepting the quote you will receive an invoice from us for a down payment of 50% of the agreed price.

In the webshop, you can pay via iDEAL, Bancontact, Paypal or by prepayment via bank transfer. In the workshop, you can pay with pin or cash. All prices are including 21% VAT.

Article 4 Shipping.

Your order will be sent by registered mail with Mikropakket. You will receive a message with a track and trace code when the item is shipped.

We charge € 9,- for shipping within the Netherlands, for other countries other rates apply. The package is insured with us.

Article 5 Delivery times.

Jewellery ordered in the webshop which is in stock will be shipped within two working days where possible, but can take up to a maximum of three weeks.

The delivery time may vary per item. Other products that are not in stock or jewellery that must be custom made, will have a longer delivery time. It is advisable to enquire about the delivery time if it is a gift or if you need the jewellery quickly. Usually, we will let you know how long the delivery time is. For custom orders and wedding rings that have been discussed in the studio, we apply a 4 to 8 week delivery time.

Article 6 Exchanges and returns.

Right of withdrawal: only the jewels purchased through the webshop (not custom made jewels or jewels that were adjusted according to the wishes of the customer, wedding rings and engagement rings) can be returned within 14 days. Please notify Eva Theuerzeit of this within 14 days at the latest. This can be done via evatheuerzeit(@)gmail.com or by telephone, number 0031 6 14 28 39 17. Refunds will be made within 14 days of Eva Theuerzeit has received the undamaged product back. Eva Theuerzeit will refund the paid price including delivery costs via the same payment method used to pay. If the jewel being returned is damaged, compensation will be claimed for the reduction in value that the jewel has undergone due to the damage. Purchases made in the studio may only be exchanged if this has been discussed in the studio beforehand. The costs and insurance of the return shipment are the purchaser's responsibility. You can request Eva Theuerzeit have the package collected by the insured parcel service Mikropakket. If you send the jewellery back yourself, please inform Eva Theuerzeit first providing proof of sending. Send the package by registered mail with the invoice and your name and address to:

Eva Theuerzeit

Twekkelerweg 365 B

7554SE

Hengelo

(Please do not mention words like jewellery, gold, goldsmith, etc. on the package).

Article 7 Warranty.

When purchasing a handmade jewel from Eva Theuerzeit, the customer is entitled to a two-year warranty. This guarantee is only valid if the damage has occurred as a result of hidden defects or construction errors on the product in question. The repair or exchange of the product is then to be completed at the expense of Eva Theuerzeit. In order to invoke the warranty, the Customer must be able to present proof of purchase. Customers are advised to keep the original packaging for the goods. The guarantee (commercial and/or legal) is never applicable to defects that arise as

a result of accidents, neglect, falls, use of the article contrary to the purpose for which it was designed, modifications or alterations to the article, heavy-handed use, poor maintenance, or any other abnormal or incorrect use. In this case, any repair requested will be charged to the customer. Please also consider wear and tear due to wearing, wear and tear on gemstone/diamond settings, and breakage or loss of gemstones and diamonds. This is excluded from warranty. Wear and tear on jewellery is quite normal. Jewellery with gemstones or diamonds in pawl settings are particularly vulnerable. We recommend that you have the settings of jewellery with gemstones or diamonds, especially rings, checked by us once a year free of charge. This way we can see if they are still intact.

General Terms and Conditions Eva Theuerzeit.