

## **General conditions of sale and delivery**

Dutch Dilight is a brand of Olandare.

On this page you will find the general terms and regulations for sales, shipping and payments of Dutch Dilight which apply to all Dutch Dilight products.

By placing an order the buyer accepts these conditions of sale without exception or reservation.

### **1. General**

1.1 All sales concluded by Dutch Dilight are subject solely and exclusively to the Dutch law.

### **2. Privacy**

All personal information given to us will only be used by Dutch Dilight and will never be made available to third parties. Unless required for payment purposes and delivery requirements to complete the order process.

### **3. Prices**

3.1. All prices are in euro inclusive Dutch VAT and exclusive postal charges.

3.2. Prices and terms of payment may be modified without notice.

### **4. Postal charges**

4.1 For the shipment of our products we charge a postage.

4.2 The products will be shipped in a package.

### **5. Payments**

5.1 After ordering the client will receive a confirmation e-mail an overview of the order and total costs, excluding the postal charges.

5.2 Every order will be delivered after Dutch Dilight has received the payment.

### **6. Shipping**

6.1 All items are presented with TNT within about 1- 2 weekdays after receiving the payment.

6.2 If for any reason Dutch Dilight can not present the order to TNT within 2 weekdays we will get in touch with the customer by telephone or e-mail.

6.3 An e-mail will be sent confirming that the order has been shipped.

6.4 All products are deliverable from stock. In case an article is temporarily out of stock we will let the customer know. The customer can either choose to order an alternative or put his/her order in backorder.

6.5 Dutch Dilight is not responsible for any excess delivery time or loss and damage by TNT mail.

### **7. Guarantee**

7.1 The guarantee provided with respect to the products is 12 months in conformity with Dutch mandatory law. In case of a defect of (parts of) the product bought in the WEBshop, the customer should mail to [info@dutchdilight.com](mailto:info@dutchdilight.com) for return instructions.

7.2 In case of a defect of the product bought in a retailshop, the product should be returned to the point of sale.

## **8. Exchangeable**

8.1 Dutch Dilight does everything in its power to deliver a perfect product. If despite of that the customer is not satisfied with the order (or part of it), then he/she can exchange it free of charge within 14 days after delivery.

8.2 This is only possible if the client notify Dutch Dilight by e-mail at [info@dutchdilight.com](mailto:info@dutchdilight.com) beforehand with the reason of return.

8.3 After receiving the exchangeable Dutch Dilight will transfer the amount (excluding the postal charges) on the client bank account.

8.4 The products must be unused, undamaged and still in the original package. The return shipment has to be sufficiently stamped. If insufficiently stamped, we reserve the right to charge the customer the extra postal charges. If the products are used or damaged, we reserve the right to deduct an amount from the refund.

8.5 In case the customer has (partially) received a wrong order, then Dutch Dilight will make sure that the proper items will be send. If the products are damaged, when receiving them, the customer has to inform Dutch Dilight within two weeks.

## **9. Liability**

9.1 All Dutch Dilight products are subject to quality requirements. Dutch Dilight can not be held liable for any damage, physically as well as material and immaterial, as a consequence of wrong performance or use of the products.

9.2 The content of this website has been carefully composed. Dutch Dilight can not exclude that certain information is not correct or incomplete.

Dutch Dilight is not liable for any consequences as a result of incorrect or incomplete information on their website.

9.3 Dutch Dilight is not responsible for any type-or print errors trough which unintentional price differences are communicated. In case the later does occur the price will be corrected as soon as possible by Dutch Dilight.

9.4 Dutch Dilight can not be held accountable for any difference in colour, as a result of monitor quality.

## **10. Force Majeure**

10.1 Keeping in account further rights coming forth, Dutch Dilight has in case of force majeure the right to, in choice of their own, exercise a delay, according the agreement. In this case it is not possible to judge lawfully the result of this action as well as to not claim any financial compensation from Dutch Dilight. Unless in given circumstances the issues are unreasonable and unacceptable.

## **11. Copyright**

11. 1 All rights and properties are reserved. No content from this website can be copied, saved and/or be distributed without written authorization of Dutch Dilight.

Dutch Dilight

Post office box 303

1250 AG

Laren

The Netherlands

Mail: [info@dutchdilight.com](mailto:info@dutchdilight.com)

Chamber of commerce: KvK Gooi-en Eemland 31136624

VAT: NL1423.41.319.B01