

General terms and conditions of De Hekserij

Version 3 - July 15, 2013

The terms and conditions below are a translation from the Dutch document (Algemene leveringsvoorwaarden van De Hekserij Versie 3 of July 15, 2013). In case there is a possible difference in interpretation the Dutch version prevails.

1. General provisions

1.1 For all orders, contracts and agreements with De Hekserij these General terms and conditions (indicated as 'terms' in the remainder of this document) apply.

1.2 By placing an order at De Hekserij you agree with these terms.

1.3 Exceptions of these terms are only possible after written consent of De Hekserij. All other terms are unchanged in those cases.

2. Agreements

2.1 All offers of De Hekserij are non-committal. De Hekserij can change prices at any time.

2.2 De Hekserij can refuse orders or add additional conditions to supply of an order.

2.3 An agreement is only valid after it is accepted by De Hekserij.

3. Prices and payments

3.1 All prices for offered products and services are in euro, including Dutch VAT, excluding shipping costs, other costs, taxes and legal duty's unless agreed (in writing) otherwise.

3.2 Unless otherwise agreed in writing, payments have to be done in advance.

4. Delivery

4.1 Times of delivery as supplied on the website or otherwise are only indications. We deliver within 30 working days, unless agreed otherwise.

4.2 Exceeding the delivery period is not entitled to compensation.

4.3 De Hekserij chooses shipper and shipping mode.

4.4 De Hekserij has the right to deliver the order in parts. Unless agreed otherwise there is no added cost for delivery in parts.

5. Property

5.1 All ordered and delivered products are the property of De Hekserij until they are paid in full. The risk of the delivered products is for the customer after these are delivered.

6. Complaints

6.1 Any defects have to be mentioned to De Hekserij in writing within 2 weeks after delivery.

6.2 In case customer and De Hekserij agree that a product does not confirm to the agreement, De Hekserij can either replace the product or repay the paid price.

6.3 Consumers who live in the EU (so not others, for instance firms, schools and consumers who live outside the EU) have the right to return products to De Hekserij that are ordered by email, fax or webshop within 15 working days after delivery and cancel the agreement. Returns are in this case only accepted in case the products are not used or damaged. Products with an expiration date, that is printed on the

product label, can only be returned when the seals are intact. In case these products were paid, the amount will be refunded within 30 days by De Hekserij. The cost for returning the goods are paid by the customer.

7. Liability

7.1 De Hekserij does not accept liability for any kind of damage that results from misunderstood, incorrect or incomplete information in courses, product descriptions, advises or any other means.

7.2 Our product liability is restricted to the paid amount for the product.

8. Various

8.1 No rights can be derived from the fact that De Hekserij may be flexible with the application of these terms and conditions.

8.2 In case some of our terms or another agreement with De Hekserij is in conflict with the law, the term is withdrawn and replaced with another applicable term, to be chosen by De Hekserij.

8.3 De Hekserij can use services of others by executing your order.

9. Applicable law

9.1 For all terms and the rights, obligations, offers, orders and agreements these terms apply to, only the Dutch law is applicable.

9.2 All disputes between customers and De Hekserij are only submitted to the competent Dutch court.

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BTW nummer: NL821080623B01