

## **Terms & Conditions**

These Terms and Conditions will be part of the contract between the customer and De Winkel in Leiden.

De Winkel in Leiden registered by the Chamber of Commerce, company no.62843311, VAT No. NL0159735798B02.

### **1. Prices & Availability**

All prices are given in Euro (€) and are inclusive of VAT. Prices may change and offers may be withdrawn at any time. The prices do not include delivery charges which are added to your order at checkout.

Although we try to ensure that all prices displayed on our website are accurate, errors may sometimes occur. If we discover an error in the price of an item you have ordered, we will contact you as soon as possible. You will have the option to reconfirm your order at the correct price or cancel it. If we are unable to contact you, we will consider the incorrectly priced item as cancelled.

All displayed products are subject to availability - we do display real time stock information on our website, however we also take orders offline and so we cannot always guarantee availability of items particularly when stock is low.

### **2. Delivery schedule:**

De Winkel in Leiden sends all her orders with a track & trace by Post NL. After we received the payment of your order, we try to send your package within 48 hours. If a product has a different term of delivery, it is mentioned by the product in the webshop.

### **3a). Delivery Charges the Netherlands:**

- Delivery cost is € 4,95 for orders under € 50,-
- Pick up in our shop, Pieterskerk Choorsteeg 19 in Leiden is free
- We offer FREE delivery within the Netherlands for orders over € 50,-

### **3b) Delivery charges Europe**

Zone 2: Belgium, Germany, delivery cost € 8,95 for a package maximum 23 kg. (Above 23 kg we will contact you for eventually extra shipping costs)

Zone 3: Luxembourg, United Kingdom, France, Spain, Italy, Austria, Denmark: delivery cost € 14,95 for a package maximum 23 kg. (Above 23 kg we will contact you for eventually extra shipping costs)

Off course we are more than willing to send your order to a home on another. Please send us an e-mail with a short overview of selected items and we will provide you a personalized delivery cost by E-mail!

### **4. Payment Terms**

Full payment must be received for your order before it is dispatched. While every effort is made to send complete orders, we reserve the right to make part deliveries.

### **5. Returns**

If you are not satisfied with your purchase, you are allowed to consider your purchase within 14 days after the delivery day of the product. If you decide in this period of consideration that you emulate your purchase, you have to inform 'De Winkel in Leiden'. From the date that you have informed us, you have another 14 days to send your goods back to us. After the period of 14 days of consideration, your purchase is definitely.

Products can be returned under the following conditions:

- Please let us know within 14 days by sending an email to: [info@dewinkelinleiden.nl](mailto:info@dewinkelinleiden.nl)
- Please add the following information: order code, article code, reason of return (if you would like to share it with us, you don't have to)
- You will receive a return code by email which you can add to your return package.
- Products must have the original labelling in place, package and a return code.
- Products will only be accepted for return or refund if they show no signs of usage, are worn or washed
- We cannot accept any responsibility for returns which are delivered in damaged condition.
- In case of a return shipment we ask you to send the product well wrapped, preferably in the original wrapping with notification of the provided return code.
- The costs for shipment are on behalf of the purchaser.

After we received your return sending, we will check this and send you a confirmation by E-mail. After a successful return we will immediately or at least within 14 days from notification of return.

Of course you can return your order free of charge in our shop on the Pieterskerk Choorsteeg 19, Leiden. Please bring a copy of your web-order.

Address for return shipments:

**De Winkel in Leiden**

Pieterskerk Choorsteeg 19  
23 11 TR Leiden  
The Netherlands

**6. Display on the Website**

We have made every effort to display as accurately as possible the appearances, colours, textures or finishes of our products that appear on the website. What you see will depend on your monitor and computer equipment, we are therefore unable to guarantee that the product images are an accurate representation of the actual merchandise.

All products are sold as one piece and the price displayed is for one unit, unless otherwise stated in the product name that the product is a set and contains multiple pieces.

**7. Privacy**

We are committed to protecting your privacy, as such we will only ever use the information we collect from you to fulfil your order and enable us to provide the best service possible.

When you buy goods from us, we ask for information such as your name, e-mail address, delivery address, contact details and credit/debit card details. We keep a record of some information so that we can recognise you as a registered customer and fulfil your orders as efficiently as possible. We do not keep a record of your credit card details.

It is your responsibility to keep your account password secret and ensure the password is encrypted, by combining lower and upper case letters along with a number/s. You may change your password at any time in your account options.

If you subscribe to our newsletter you can be confident that your email address will only be used

by us to inform you of any special offers. Should you wish to unsubscribe at any time, please do so by clicking on the relevant link at the base of the newsletter.

We will never pass your details on to third parties.

#### **8. Other**

We may change these Terms and Conditions at any time. If any of these Terms and Conditions are invalid or unenforceable, the remainder of these Terms and Conditions shall continue to have full force and effect.