

# Terms and Conditions

## 1. Introduction

Welcome to our website: [www.bienmoves.com](http://www.bienmoves.com).

This document sets out the terms and conditions governing the use of this website. These terms and conditions apply both to **BIEN moves**, a Sole Tradership in the Netherlands (KvK: 51826267, VAT number: NL11474823B01), located at Groenhoedenveem 22, 1019 BL Amsterdam, and to the person(s) purchasing a product or service through our website.

**BIEN moves** reserves the right to revise or modify these terms at any time. Therefore, customers should always read these terms before placing an order.

---

## 2. Customer Service

For questions, concerns, or if you would like more information about our services and products, you can contact us from **Monday to Friday, between 9:00 AM and 9:00 PM**, via:

- **Phone:** +31 6 54 79 54 60
  - **Email:** [info@bienmoves.com](mailto:info@bienmoves.com)
- 

## 3. Orders

All orders imply acceptance of prices and product descriptions. Orders are subject to availability. If the ordered product is out of stock or unavailable, the buyer will be informed promptly and offered the option to modify or cancel the order, with a full refund of any payment made.

To place an order, the buyer must use the **online purchasing method**. Once the purchase is complete, the buyer will receive an email confirming receipt of the order (**Order Confirmation**).

**BIEN moves** reserves the right to cancel any order if any irregularities are detected during the order process or if the buyer's details have been entered incorrectly.

---

## 4. Prices and Payments

All prices listed on this website are in **euros (€)** and **include VAT**. Shipping costs are **not included** and will be added to the total order amount, depending on the product and delivery location.

Prices may change at any time; however, such changes will not affect orders already confirmed by us.

Products remain the property of **BIEN Moves** until payment has been received in full.

Payments through our e-shop must be made **in euros (€)** via **credit card** (Visa, MasterCard, Maestro), **iDEAL**, or **PayPal**. Orders made via email must be paid by **bank transfer**. All payment methods are secured to ensure maximum safety.

Cardholders are responsible for their own transactions. To ensure secure processing, **bienmoves.com** uses an **SSL-encrypted payment system**.

By using this website, you confirm that you meet the **legal minimum age** for online purchases in your country or province of residence.

---

## 5. Delivery and Customs

Orders are delivered as soon as possible to the address provided by the buyer.

- Orders placed **before 3:00 PM** on working days are shipped **the same day**.
- **Delivery times:**
  - Within the Netherlands: **1–2 working days**
  - Within Europe: **2–7 working days**
  - Outside Europe: **5–14 working days**

For bulk orders, please contact us first at **info@bienmoves.com** before placing your order.

Deliveries are made via **PostNL**, **UPS**, or **DHL**, depending on the destination.

If delivery takes more than 4 days longer than expected (considering public holidays) or if damage is noticed during shipping, please contact us at **info@bienmoves.com**.

Please note that **we are not responsible for customs duties or other import charges**. For up-to-date information on such fees, please consult your country's customs authority website.

---

## 6. Returns and Refunds

To return a product, you have **14 days from the date of delivery**.

Please contact us first at **info@bienmoves.com**, indicating which product you wish to return and the reason for the return.

Refunds are only accepted if the item is **in perfect condition** and **in its original packaging**. Once we confirm the return, please send the item to:

### **BIEN Innovation**

Groenhoedenveem 22

1019 BL Amsterdam

The Netherlands

We recommend using a **tracked shipping method** to prevent loss during transit.

Once we receive and verify the returned product, we will refund the purchase amount via the **same payment method** used, or another method if previously agreed.

---

## 7. Privacy Policy

In accordance with current data protection laws and electronic commerce regulations, users acknowledge that any personal data provided to place an order, register, subscribe to our newsletter, or access other services on this website will be stored in a file owned by **BIEN Moves** for the following purposes:

- To facilitate the delivery of requested services
- To correctly identify users who request personalized services
- To perform statistical studies to improve our services
- To carry out basic administrative tasks

If you do not wish for your personal data to be processed in this manner, please inform us via the email or postal address provided above.

Registered users have the right at any time to **access, correct, cancel, or object** to the processing of their personal data by contacting us as indicated.

**BIEN Moves** is committed to maintaining confidentiality and implementing **technical, organizational, and security measures** to prevent alteration, loss, or unauthorized access, in accordance with applicable data protection laws.

You confirm that you are **over 14 years of age** and that you are responsible for providing truthful and lawful information. **BIEN moves** reserves the right to deny service to any user who provides false information, without prejudice to any legal action permitted by law.

---

## 8. Ownership of Website Content

All images, photographs, illustrations, designs, and other elements on this website are the **exclusive property of BIEN moves**.

Therefore, any **use, copying, modification, publication, or distribution** of this content is strictly prohibited without the **prior written consent** of BIEN Moves.

---

## 9. Use of Cookies

This website uses cookies — small data files stored on the user’s computer — for the following purposes:

- To anonymously distinguish between new and returning visitors
- To collect anonymous statistical information about website usage
- To provide “shopping cart” functionality and uniquely identify users to manage their orders

If you prefer, you can configure your browser to alert you when cookies are being used or to reject cookies altogether.

**BIEN moves** is not responsible for any issues or errors that may occur as a result of disabling cookies.

Please consult your browser’s instructions for more information.

---

## 10. Duration

These general terms and conditions apply to all active services provided by **BIEN moves**.