

TERMS AND CONDITIONS

1. Introduction

Welcome to [Your Company Name]. These Terms and Conditions govern your use of our website and the purchase of products from us. By using our website or purchasing our products, you agree to comply with these Terms and Conditions.

2. Company Information

Kiwano Concept
Halvemaanstraat 18C
5643RW Eindhoven – The Netherlands
67252222 Chamber of Commerce
VAT NL002427593B16
info@kiwano.nl

3. Applicability

These Terms and Conditions apply to all offers, agreements, and deliveries of products by Kiwano Concept. By placing an order, the customer agrees to these terms.

4. Products

All products offered by Kiwano are described as accurately as possible. However, we cannot guarantee that the product descriptions, colors, or other content on the website are completely accurate, complete, reliable, current, or error-free. Minor deviations in product specifications are possible.

5. Ordering and Payment

- Orders can be placed through our website.
- All prices are inclusive of VAT and are in Euros (€).
- Payment must be made at the time of placing the order via the payment methods available on the website.
- We reserve the right to refuse or cancel an order at any time.

6. Delivery

- We deliver within the Netherlands and other countries as specified on our website.
- Delivery times are estimated and not guaranteed. We will not be liable for any delays.
- If a product is not available, we will notify you as soon as possible and offer an alternative or a refund.

7. Right of Withdrawal

- Consumers have the right to withdraw from the purchase within 14 days without giving any reason.
- The withdrawal period will expire 14 days after the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the goods.

- To exercise the right of withdrawal, you must inform us of your decision by a clear statement.
- You must return the goods without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal. You will bear the direct cost of returning the goods.

8. Returns and Refunds

- Products must be returned in their original condition and packaging.
- We will refund the purchase price within 14 days of receiving the returned product, using the same payment method used for the original transaction, unless otherwise agreed.
- The return cost is on the customer.

9. Warranty

- We guarantee that our products comply with the agreement, the specifications stated in the offer, and reasonable requirements of reliability and/or usability.
- If a product is defective, we will offer a repair, replacement, or refund in accordance with Dutch consumer law.

10. Liability

- Our liability is limited to the amount of the purchase price of the product concerned.
- We are not liable for any indirect, consequential, or incidental damages that may arise from the use of our products or services.

11. Privacy

Your personal data will be processed in accordance with our Privacy Policy.

12. Intellectual Property

All intellectual property rights related to the website and the products, including but not limited to copyrights, trademarks, and design rights, are owned by Kiwano Concept.

13. Disputes

- These Terms and Conditions are governed by Dutch law.
- Any disputes arising from or related to these Terms and Conditions or the purchase of products will be submitted to the competent court in Netherlands.

14. Changes to Terms and Conditions

We reserve the right to amend these Terms and Conditions at any time. The latest version will always be available on our website.

15. Contact Information

If you have any questions about these Terms and Conditions, please contact us at:

Kiwano Concept
info@kiwano.nl