



Terms & Conditions

1. Scope

These Terms & Conditions apply to all orders placed via our webshop. All sales are strictly B2B (business-to-business) and not intended for end consumers.

2. Company Information

Blue Star B.V.

Loirelaan 1, 5627WJ Eindhoven, The Netherlands

Website: www.bluestarfestive.com

Chamber of Commerce (KvK): 94105960

VAT: NL866638039B01

Contact: info-europe@bluestarfestive.com / WhatsApp +31 628697359

3. Products

- All product descriptions and images are for reference only. Minor variations in color, size or details may occur.
- Products shown in our exhibition (100 items) are in stock and will be shipped end of September.
- Non-stock items will be produced on order, with a delivery time of 40 calendar days from order confirmation.

4. Orders & Minimum Quantity

- Orders start from **1 box** (4–12 pieces depending on the item).
- Orders are binding only after written confirmation and receipt of payment.

5. Prices

- All prices are **EXW Rotterdam, The Netherlands** (Incoterms 2020).
- Shipping costs, VAT, duties, or local taxes are not included.
- Upon request, we can arrange shipping with our courier partners (e.g. DPD). Shipping costs will be charged at actual cost, without any margin. Customers may also arrange their own transport.

6. Payment Terms

- All webshop orders require **100% prepayment**.



- Orders are processed only after payment has been received in full.

7. Delivery & Shipping

- Stock products: shipment end of September.
- Non-stock products: 40 calendar days after order confirmation.
- Standard EU delivery time: approx. 5–10 working days depending on location.
- Risk of loss or damage transfers to the buyer upon handover to the carrier.

8. Returns & Claims

- Only defective or damaged goods will be accepted for return.
- Claims must be notified in writing within **7 days** of delivery.
- We may offer a replacement or a credit note for future orders. No cash refunds.

9. Liability

- We are not liable for indirect damages such as loss of profit, business interruption, or third-party claims.
- Our liability is limited to the invoiced value of the relevant order.

10. Intellectual Property

- All product images, catalogs, designs and the Blue Star B.V. brand remain our intellectual property.
- No use without prior written consent.

11. Force Majeure

- We are not responsible for delays or non-performance caused by circumstances beyond our control, such as natural disasters, strikes, war, or government restrictions.

12. Governing Law

- These Terms & Conditions are governed by Dutch law.
- All disputes shall be submitted to the competent court of Rotterdam, The Netherlands.