

## **General terms and conditions**

By accessing as well as ordering from Dutch Design Beads (after here being called DDB) you agree to these terms and conditions. These terms and conditions apply to all agreements you reach with DDB. If you do not agree with them, you may not use and access this website.

## **Product presentation**

Please note that we have made every effort to render colours accurately. However, due to the display and colour capabilities of your computer monitor, the colour and/or representation might not be exactly the same as the actual item. We cannot be responsible for the colour accuracy of your computer monitor. We strive to present the most recent and reliable information on the DDB webshop. However, there may be occasions where certain items are selected in limited items and therefore may not always be available. We may not be able to replenish the stock on our website once an item is sold. In case you are interested or have any questions regarding an item, do not hesitate to contact us at [info@dutchdesignbeads.com](mailto:info@dutchdesignbeads.com).

## **Prices**

All prices on the DDB webshop are given in Euro and include taxes. However, shipping costs are not included in the price, but calculated as an extra charge. All prices are subjected to change.

## **Purchases**

Purchases made on the DDB webshop are for the personal or gift use of the buyer only. Re-sale, commercial purposes, or any other commercial benefit is prohibited. DDB reserves the right to restrict multiple quantities of an item being shipped to any customer or postal address. The contract between you the DDB webshop begins once you place an order. When placing an order at the DDB webshop, we will send you an acknowledgment to your email address. Please note that you have to provide us with a valid email address in order for you to receive an electronic order confirmation. When placing an order at the DDB webshop you accept the legal terms and conditions of the DDB webshop. If the item you have ordered is out of stock or does not meet our standard of quality, we will notify you by email and refund your payment within 30 days of being advised that the item has become unavailable. We reserve the right not to accept your order if we are, for example, unable to obtain authorization for your payment. We also reserve the right to refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. Please observe that as the stock is shared with that of the shop, we might not always be able to keep our webshop updated with regards to size availability. This is particularly frequent during sale as the stock turnover is much higher.

## **Usage**

The bracelets can only be used as bracelets and not otherwise. DDB is not responsible for wrong usage of the bracelets.

## **Shipping**

DDB cannot be held responsible for the shipping process after the products have been shipped. Customers are responsible to fill in a correct shipping address and DDB will hand over the products for shipment to a shipping company for delivery. DDB will be responsible to arrange that every shipment will be a registered shipment with track and trace code. DDB are not obliged to refund for any errors made in the shipping process.

## **Return and exchange**

Sale items can only be exchanged to another item in the same percentage, to the same price, refunds will not be accepted and there will be no vouchers. If you wish to return or exchange an item, you may return the item within 14 days from the date you received the item from the DDB webshop. You

will receive a full refund within thirty days from when we receive the item at the DDB webshop. Exchanges can only be accepted if you wish to change the size of the same item. No other changes will be accepted. You must return the item you wish to exchange within 14 days of the delivery of the item. If you want to exchange for another size, please email your size request to [info@dutchdesignbeads.com](mailto:info@dutchdesignbeads.com) and if we have it in stock, we will reserve it for you. The DDB webshop wishes to ensure that you are satisfied with your purchase. If you wish to return an item, you may do so within 14 days from receiving it from the DDB webshop. You will receive a full refund within 30 days from when we receive the item at the DDB webshop. To complete a return at the DDB webshop, follow these instructions. Send an email to [info@dutchdesignbeads.com](mailto:info@dutchdesignbeads.com) with your request to return your item.

\* The returned item cannot be used, washed, dry-cleaned, modified, or damaged. Items that agree with the restrictions mentioned above will not be accepted. If the required condition complies, we will refund the cost of the product. We cannot refund the original shipping costs. In case of return, you are responsible for returning the item yourself by mail and for the shipping costs of the return. In case of exchanging sizes, you are responsible for the shipping costs of returning the item however we will ship the new item to you free of charge.

### **Privacy policy**

The DDB webshop respects your privacy. We handle your personal information in a respectful manner. We are responsible for all personal information given to us by you, such as name, address, and other obligatory information needed when ordering at the DDB webshop. The DDB webshop will not pass any of your personal information to third parties. We use your email addresses to update you on new products in the Newsletters. The name, postal address and phone number are used when processing orders and delivering merchandise. If you have any questions regarding private policy, do not hesitate to contact us at [info@dutchdesignbeads.com](mailto:info@dutchdesignbeads.com).