

By placing your order you indicate that you agree with the delivery and payment conditions. Bok-webshops has the right to change its delivery and / or payment conditions after the expiry of the term. If you receive items that you have not ordered, you must inform Bok-webshops. Any inaccuracies in the data provided to you by Bok-webshops must be reported by you to Bok-webshops immediately.

## Article 1. General

1.A) Bok-webshops started in 2021 with internet sales under the name [www.bok-webshops.nl](http://www.bok-webshops.nl).

## Article 2. Applicability

2.A) These General Terms and Conditions of Sale (hereinafter: Terms and Conditions) apply to all offers, orders and agreements made using the Bok-webshops website, to the exclusion of any other general terms and conditions.

2.B) Accepting an offer or placing an order is subject to acceptance of the applicability of these Terms and Conditions.

2.C) The provisions of these Conditions can only be deviated from in writing. If a part of these General Terms and Conditions is deviated from, the other provisions will remain in full force.

2.D) All rights and claims, as stipulated in these Conditions and in any further agreements for Bok-webshops, are likewise stipulated for intermediaries and other third parties engaged by Bok-webshops.

2.E) If one of the articles of these Terms and Conditions is declared invalid by a court decision or by a binding decision of another competent authority, the other provisions of these Terms and Conditions will remain in force.

## Article 3. Agreements

3.A) An agreement is concluded after acceptance of a customer's order by Bok-webshops is entitled to refuse orders or to request additional information. If an order is not accepted, this will be communicated to the customer, stating the reason.

3.B) Some of the products can be offered with an age rating. By ordering these products, you declare that you are at least the age required to purchase the product.

## Article 4. Prices

4.A) The prices stated for the articles are in euros, including VAT and statutory disposal fee, unless stated otherwise. Shipping costs are (unless stated otherwise) not included in the stated prices.

4.B) In some cases there are promotional prices. Promotional prices are only valid for a certain period while stocks last. These prices can no longer be claimed before or after the specified period.

4.C) Bok-webshops cannot be held to price statements that are evidently incorrect, for example as a result of obvious typesetting or printing errors. No rights can be derived from unlawful price information.

## Article 5. Payments

5.A) Payment can be made in (one of) the way (s) as indicated during the ordering process.

5.B) The customer gives Bok-webshops permission to perform all actions necessary for payment to take place in the payment method chosen by the customer.

## Article 6. Delivery

6.A) Bok-webshops strives to process orders within 24 hours after receipt of payment and to deliver them within 1-3 days. However, Bok-webshops is not obliged to do this.

6.B) The final delivery period is 30 days after placing the order, except insofar as the delay cannot be attributed to Bok-webshops.

6.C) If the delivery is either (temporarily) out of stock, or is delayed for other reasons, or if an order cannot or only partially be executed, the customer will receive this no later than thirty (30) days after he order placed has message. In that case, the customer has the right to cancel the order free of charge. In that case Bok-webshops will arrange for a refund.

6.D) If delivery of an ordered good proves impossible, Bok-webshops will make such efforts as are reasonable and fair to make a replacement item available. At the latest upon delivery, it will be stated in a clear and comprehensible manner that a replacement item is being delivered. The costs of return shipment are at the expense of Bok-webshops when a replacement item is made available.

6.E) Subject to deviations in color, type, text and / or price changes.

6.F) If you are not at home on the agreed date, we reserve the right to pass on the transport costs incurred to you. During transport, your items are insured against loss and damage for complete safety. By default, all items are offered once and then end up at a designated pick-up location of the relevant carrier. We send all packages via DPD, DHL, PostNL and letter post via TNT

6.G) Delivery takes place only when payment of your order has been received.

## Article 7. Retention of title

The ownership of the delivered products is only transferred if the customer has paid all that the customer owes Bok-webshops on the basis of the agreement (s) concluded with regard to the delivered products.

## Article 8. Intellectual and industrial property rights

8.A) The customer must fully and unconditionally respect all intellectual and industrial property rights that rest on the products delivered by Bok-webshops.

8.B) Bok-webshops does not guarantee that the products delivered to the customer do not infringe any (unwritten) intellectual and / or industrial property right of third parties.

8.C) The Buyer expressly acknowledges that all intellectual property rights of displayed information, communications or other expressions with regard to the products and / or with regard to the internet site rest with Bok-webshops, its suppliers or other entitled parties.

8.D) The Buyer is prohibited from making use, including making changes, of the intellectual property rights as described in this article, such as reproduction, without the express prior written permission of Bok-webshops, its suppliers or other entitled parties. unless it is purely for private use in relation to the product itself.

#### Article 9. Conformity

Bok-webshops guarantees that the goods and / or services meet the specifications stated in the offer, meet the reasonable requirements of reliability and / or usability and are not in conflict with the legal requirements existing on the date of the conclusion of the agreement. provisions and / or government regulations.

#### Article 10. Money back guarantee

10.A) You have the obligation to examine upon delivery whether the products comply with the agreement and to report any transport damage within 6 days with photos of the damage, the packaging with a label clearly visible, the condition or damage to the packaging and 1 photo of the inside of the box with protective materials.

10.B) In the context of this Not Good / Money Back guarantee, the customer may return the product to Bok-webshops within 14 days after delivery. When returning, the product must be packed in its original packaging, complete, undamaged and unused.

10.C) If the customer makes use of the Not Good / Money Back guarantee, Bok-webshops will refund the amount already paid to the customer within thirty days. Money back guarantee is only valid if the goods do not meet the expected requirements. You can also read all this in article 6 delivery.

10.D) If the product cannot be returned due to its nature; is clearly personal in nature; can spoil or age quickly; and / or, video recordings or computer software. There is a reflection period in the context of the Not Good / Money Back guarantee only if the customer has not yet broken the seal of the packaging or, in the absence of a seal, has not yet opened the packaging.

Unstamped returns are not accepted.

10.E) The customer must always first submit the reason for the return shipment to the seller. This can be sent to [info@bok-webshops.nl](mailto:info@bok-webshops.nl) After approval, the return shipment will be accepted. Shipping costs are not reimbursed.

10.F) Orders placed with the aid of a voucher such as a VVV gift voucher will be compensated upon return with a voucher corresponding to the returned goods.

#### Article 11. Orders / communication

For misunderstandings, mutilations, delays or improper transmission of orders and communications as a result of the use of the Internet or any other means of communication in the traffic between the customer and Bok-webshops, or between Bok-webshops and third parties, insofar as it relates to the relationship between the customer and Bok-webshops, Bok-webshops is not liable, unless and insofar as there is intent or gross negligence on the part of Bok-webshops.

#### Article 12. Force majeure

In case of force majeure, Bok-webshops has the right, at its own discretion, to suspend the

execution of a customer's order, or to dissolve the agreement without judicial intervention, by notifying the customer in writing and such. without sales points being obliged to pay any compensation, unless this would be unacceptable in the given circumstances according to the standards of reasonableness and fairness.

#### Article 13. Applicable law and competent court

13.A) All rights, obligations, offers, orders and agreements to which these Conditions apply, as well as these Conditions, are exclusively governed by Dutch law.

13.B) All disputes between parties will be submitted exclusively to the competent court in the Netherlands in Alkmaar.

#### Article 14. Questions, complaints and comments about this webshop.

14.A) In the event of a dispute, the customer must notify Bok-webshops of this within a reasonable period of time. This can be done via [info@bok-webshops.nl](mailto:info@bok-webshops.nl). Bok-webshops will handle the complaint within 30 days of receipt.

14.B) If, after reading these Terms and Conditions, you have any complaints, questions or comments about these terms and conditions, please feel free to contact [info@bok-webshops.nl](mailto:info@bok-webshops.nl) by e-mail

Bok-webshops

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