

GENERAL TERMS AND CONDITIONS ZIRRUZ

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KVK 64989208

IBAN NL49KNAB0255288085 VAT 855936174B01

1. General

1.1 These general terms and conditions apply to all offers of ZIRRUZ. The conditions are accessible to everyone and are published on the ZIRRUZ website. Upon request, a written copy will be sent.

1.2 "ZIRRUZ" in these terms means Longwing b.v., located at Berkenlaan 7, 8181 NP Heerde, The Netherlands. Phone: 06-48524126, email: info@zirruz.nl. Registered in the Dutch Chamber of Commerce under number 64989208.

2. Applicability

2.1 These terms apply to all legal relationships in which ZIRRUZ acts as supplier of products.

3. Offers

3.1 All offers from ZIRRUZ are non-binding and subject to product availability. Typographical errors reserved.

4. Agreement

4.1 The purchase agreement between ZIRRUZ and buyer is concluded when the order confirmation is sent by email to the buyer.

5. Prices

5.1 All prices on the website are subject to typographical errors. No liability accepted for errors.

5.2 Prices are in euros, including 21% VAT, other governmental levies, and delivery costs. Buyers outside the shipping country are responsible for import taxes and VAT.

6. Delivery times

6.1 Delivery obligation is fulfilled once goods are offered to the buyer. Refusal of acceptance is proof of offer.

6.2 Orders are delivered within 10 working days after payment, subject to stock availability. Delivery times are indicative, not fatal deadlines. ZIRRUZ is not liable for delays.

6.3 Delivery is by PostNL or other carrier at ZIRRUZ's discretion. Ownership transfers upon payment and delivery. Partial deliveries allowed.

7. Shipping costs

7.1 Prices include shipping costs for deliveries within the Netherlands (EUR7 per order). Outside Netherlands, EUR25 shipping fee applies.

8. Shipping, Invoice and Payment methods

8.1 Orders shipped via PostNL or similar carrier.

8.2 Order confirmation sent by email with total amount including VAT.

8.3 Cancellation requests must be made within 24 hours, otherwise order is binding.

8.4 Payment methods: iDeal, PayPal, Credit Card, or bank transfer (prepayment for email orders).

8.5 ZIRRUZ may require prepayment per order.

9. Cooling-off period

9.1 Products can be returned unused in original packaging within 14 days after receipt.

9.2 No return for customized or personalized products.

9.3 Buyer must notify ZIRRUZ in writing to cancel.

9.4 Buyer liable for value reduction due to use beyond inspection.

9.5 Return shipping at buyer's risk and cost.

9.6 Refund after receipt of goods.

10. Warranty and conformity

10.1 Products comply with agreement and specifications.

10.2 Warranty does not affect statutory consumer rights.

10.3 Buyer must inspect goods immediately and report defects within 2 months.

10.4 If complaint is valid, ZIRRUZ will repair or replace goods or agree on compensation limited to invoice value.

10.5 No liability for damages caused by intent or gross negligence.

10.6 Warranty void if goods are repaired by buyer or exposed to abnormal conditions.

11. Data management and privacy

11.1 Personal data is kept confidential and not shared with third parties except internally.

11.2 Complies with Dutch data protection laws.

11.3 Customers can request data access, modification or deletion by email.

12. Complaints

12.1 Buyer must check products upon delivery and notify defects within 7 days or within 21 days for hidden defects.

12.2 Claims expire two years after delivery.

13. Force majeure

13.1 ZIRRUZ not liable for non-performance due to force majeure.

13.2 Includes supplier delays, strikes, government measures, technical failures, etc.

13.3 ZIRRUZ may suspend or cancel agreements without penalty.

13.4 Partial deliveries can be invoiced separately.

14. Liability

14.1 No liability for price, image, or text deviations.

14.2 ZIRRUZ not liable for damage or injury caused by product misuse.

15. Acceptance

By placing an order, buyer agrees to these terms and conditions.

Heerde, November 2016

ZIRRUZ is part of Longwing b.v.

WWW.ZIRRUZ.NL