

# Terms and Conditions

19 July 2007

The conditions apply to every sale, purchase and agreement offered by Identiteitsplaatje.nl. Dutch law applies to these terms and conditions.

## 1. Prices

- All mentioned prices are in euros and include 19% Tax and shipping costs. (See: 'Shipping & Delivery').
- Prices and other data mentioned on the Internet site and remaining expressions are subject to modifications.

## 2. Payment

Identiteitsplaatje.nl provides personalized identity plates, the production of the plate(s) will precede after the payment has been received.

- Payment of an online order goes by means of: one-off authorization, Paypal, iDEAL or bank transfer. For payments from outside the Netherlands you can use Paypal, Visa, MasterCard or bank transfer. Payments from the Netherlands can be done using bank transfer or one-off authorization.
- For the settlement of online payments, Identiteitsplaatje.nl works together with Paypal. Paypal ensures for a safe financial settlement of all online orders. General conditions apply to all Paypal transactions (see: [www.paypal.nl](http://www.paypal.nl)).
- When a payment has been done by means of one-off authorization and delivery has taken place and the payment is done at a later date the payment obligation remains effective.
- When one-off authorizations are refused, €3.50 administrative costs will be charged.
- If payment to Identiteitsplaatje.nl is not received within 14 days after placing an order, the order will be cancelled.

## 3. Shipment & Delivery

- Identiteitsplaatje.nl strives to send an order to the given address within 24 hours after receiving payment.
- When an order falls outside of the 24hourservice, this gives no right to annulment. Identiteitsplaatje.nl will contact the client when an order cannot be sent within 5 working days either per e-mail, post or fax.
- Identiteitsplaatje.nl delivers within 24 hours when the following conditions are met:
  - Orders are delivered within the Netherlands;
  - Orders are paid using one-off authorization;

- Orders are done before 16:00 hours, not including Saturdays, Sundays and national holidays.

- The maximum delivery date is 30 days. Failure to deliver within the maximum term gives the client the right to annulment of the placed order. Payments already received will be paid back as soon as possible, with 30 days being the maximum time limit.
- The client is obligated to write or email within 29 days when wanting to use their right to annul a placed order. This applies only when payment is received by Identiteitsplaatje.nl and have (unforeseen) failed to deliver.
- The maximum delivery term does not apply when the client does not mention the order number when using bank transfer. Without the order number we cannot connect the payment to the order.
- All mentioned prices are with shipping and delivery included.
- Orders are sent as standard mail using TNT Post.
- Delivery outside of the Netherlands will be sent using TNT Post, priority.

#### **4. Annulment, Returns & Changes**

- After receiving an order and payment the identity plate is made using the text received as in the placement of the order. Because of the personal nature of the identity plate the right to annulment, returning and changes no longer apply.
- Annulment or changes of the text to an order is only possible when using bank transfer and Identiteitsplaatje.nl has not yet received payment. The client must get in contact (per e-mail, mail or fax) and mention the order number and whether it regards annulment or changes.
- Unstamped returns will not be accepted.

#### **5. Liability**

- Identiteitsplaatje.nl is not liable for any damage incurred during use of the identity plate(s), necklaces and accessories from identiteitsplaatjes.nl.
- Identiteitsplaatje.nl is not liable for any of the substantive meaning of the text that is produced on the identity plate. Identiteitsplaatje.nl holds the right to refuse any given text.
- Identiteitsplaatje.nl is not liable for any possible impact due to a slow delivery of an order.
- Identiteitsplaatje.nl is not liable for any type errors or inadequacies in the given text.

## **6. Guarantee & Service**

- In case of a grievance/complaint the client is required to mention this to Identiteitsplaatje.nl.
- For the identity plate and accessories is a 1 year guarantee. Breaking of the necklace is not included in the guarantee.
- Identiteitsplaatje.nl carries a 100% quality guarantee. The identity plates delivered by Identiteitsplaatje.nl satisfy the highest requirements of the material, functionality and sustainability.
- An order is to be checked upon delivery. When an order does not meet the required expectations and reasonability of the given information received by Identiteitsplaatje.nl the client is required to contact Identiteitsplaatje.nl within 7 working days after receiving the order, either per e-mail, mail or fax. Identiteitsplaatje.nl will try to solve the complaint as soon as possible with a maximum of 10 working days.
- All correspondence is to be done with the mention of the order number, or in case of mail-order the mail address.

## **7. Privacy**

- Identiteitsplaatje.nl treats all personal data with the up most care and will not give out any personal information to third parties.
- Payments done through Paypal are done through a secure and protected connection, privacy is guaranteed.
- Personal data are incorporated into a database that is made for the sole purpose for sending information in the future of any sales or new information we offer. This data base is only used by Identiteitsplaatje.nl. If the client does not wish to receive any news in the future from Identiteitsplaatje.nl the client can make this known by either per e-mail, post of fax. The personal data will be immediately removed from the data base.

## **8. Website**

- On the website of Identiteitsplaatje.nl is it possible to place a banner or link. Banners and links are placed only when a banner or link is replaced onto another website.
- Identiteitsplaatje.nl holds the right to refuse placing a banner or link. Also Identiteitsplaatje.nl holds the right to remove a placed banner or link owing to Identiteitsplaatje.nl.
- On the website of Identiteitsplaatje.nl is it also possible to leave a message in the visitor's book. Identiteitsplaatje.nl is not responsible for the messages left by third parties.
- Identiteitsplaatje.nl holds the right to remove any placed messages.

- Identiteitsplaatje.nl strives to answer all emails received through the contact form within 24 hours.

**Identiteitsplaatje.nl**

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