

General terms and conditions for TravelTails.eu

Drawn up 05-08-2024

Table of contents:

Article 1 - General

Article 2 - Identity of the entrepreneur

Article 3 - Applicability

Article 4 - Products and Orders

Article 5 - Prices and Payment

Article 6 - Delivery and Shipping

Article 7 - Returns and Exchanges

Article 10 - Complaints procedure

Article 11 - Liability

Article 12 - Privacy

Article 1 - General

1.1 These general terms and conditions apply to all orders and purchases made at TravelTails.

1.2 By placing an order with TravelTails, the customer agrees to these general terms and conditions.

1.3 TravelTails reserves the right to change these general terms and conditions. Any changes will apply to orders placed after the change date.

Article 2 - Identity of the entrepreneur

Owner: Mariëlle v.d. Wilk

E-mail address: Traveltails@hotmail.com

KvK number: 91017734

Article 3 - Applicability

3.1 These general terms and conditions apply to every offer from the entrepreneur and to every distance contract and orders concluded between entrepreneur and consumer.

3.2 Before the distance contract is concluded, the text of these general terms and conditions will be made available to the consumer. If this is not reasonably possible, it will be indicated before the distance contract is concluded that the general terms and conditions can be viewed at the entrepreneur and that they will be sent free of charge to the consumer as soon as possible at the consumer's request.

3.3 If the distance contract is concluded electronically, in deviation from the previous paragraph and before the distance contract is concluded, the text of these general terms and conditions can be made available to the consumer electronically in such a way that the consumer can easily store them on a durable data carrier. If this is not reasonably possible, it will be indicated before the distance contract is concluded where the general terms and conditions can be consulted electronically and that they will be sent free of charge electronically or otherwise at the consumer's request.

3.4 In the event that specific product or service conditions apply in addition to these general terms and conditions, the second and third paragraphs apply accordingly and the consumer can always invoke the applicable provision that is most favourable to him in the event of conflicting general terms and conditions.

3.5 If one or more provisions in these general terms and conditions are at any time wholly or partially null and void or are annulled, the agreement and these conditions will otherwise remain in force and the provision in question will be replaced without delay by mutual agreement with a provision that approximates the purport of the original as closely as possible.

3.6 Situations that are not regulated in these general terms and conditions must be assessed 'in the spirit' of these general terms and conditions.

3.7 Any ambiguities regarding the interpretation or content of one or more provisions of our terms and conditions must be interpreted 'in the spirit' of these general terms and conditions.

Article 4 - Products and Orders

4.1 The products offered on the website are described and depicted as accurately as possible.

4.2 Images of products are a true representation of the products offered. The entrepreneur cannot guarantee that the colours displayed correspond exactly to the real colours of the products.

4.3 The offer is without obligation. The entrepreneur is entitled to change and adjust the offer.

4.4 TravelTails cannot guarantee that all products are in stock at all times. In the event of unavailability, the customer will be informed as soon as possible.

4.5 Orders are placed via the website. After placing, the customer will receive a confirmation by e-mail.

Article 5 - Prices and Payment

5.1 All prices stated are in euros and include VAT, unless otherwise stated.

5.2 Shipping costs are charged separately and are visible during the checkout process.

5.3 Payment can be made via the available payment methods on the website. Orders will only be processed after receipt of full payment.

Article 6 - Delivery and Shipping

6.1 The entrepreneur will take the greatest possible care when receiving and executing orders for products and when assessing requests for the provision of services.

The place of delivery is the address that the consumer has made known to the company.

TravelTails strives to ship custom orders (booties) within 4 weeks after receipt of payment.

6.2 The delivery times are indicative and may vary depending on the shipping company and the destination.

6.3 TravelTails is not responsible for delays caused by the shipping company.

Article 7 - Returns and Exchanges

7.1 The booties and the paw balm may not be returned due to customization and hygiene.

7.2 The customer has the right to revoke the agreement within 14 days after receipt of the product without giving reasons, taking into account article 7.1.

7.3 To return a product, the customer must first send an email to traveltails@hotmail.com. This is mandatory. Returned items that have not been approved by email will not be processed.

7.4 Returned products must be unused, undamaged and in the original packaging. Upon receipt, it must be clear to TravelTails who the order was from.

7.5 The costs for returning products are for the account of the customer (with Track & Trace), unless the product is defective or incorrectly delivered.

Article 10 - Complaints procedure

It can always happen that something does not go entirely as planned. We advise you to first make complaints known to us by sending an email to traveltails@hotmail.com. If this does not lead to a solution, it is possible to register your dispute for mediation via the ODR platform of the European Commission. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not yet being dealt with elsewhere, you are free to file your complaint via the European Union platform.

Article 11 – Liability

11.1 Agreements between the entrepreneur and the consumer to which these general terms and conditions apply are exclusively governed by Dutch law. Even if the consumer resides abroad.

11.2 The Vienna Sales Convention does not apply.

11.3 TravelTails is not liable for any injury resulting from the use or misuse of products.

Article 12 – Privacy

TravelTails cares a lot about your privacy. We therefore only process data that we need for (improving) our services and handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes.