

General Terms and Conditions for Webshop Consumers – Havic Kantoormeubelen B.V.

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Article 1 – Definitions

This document includes definitions such as:

- **Right of withdrawal:** the consumer's right to cancel the agreement within a certain period.
- **Consumer:** a natural person not acting in the course of a profession or business.
- **Durable medium:** any tool that allows information to be stored in a way that enables future use, e.g. email.

- **Distance agreement:** an agreement concluded via remote communication tools, such as websites.

Article 2 – Identity of the Entrepreneur

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Article 3 – Applicability

These conditions apply to every distance offer and agreement. The full terms must be made available prior to the conclusion, either digitally or physically.

Article 4 – The Offer

Clear product/service descriptions must be provided. Mistakes in pricing or description do not bind the seller.

Article 5 – The Agreement

Comes into force once accepted by the consumer and confirmed by the entrepreneur. Includes consumer protections such as information obligations and safe payment environments.

Article 6 – Right of Withdrawal

Consumers may cancel purchases within 14 days without providing a reason. If multiple products are ordered, the withdrawal period starts upon delivery of the last item.

Article 7 – Obligations During Withdrawal

Products should be handled with care and only used to the extent necessary to assess them.

Article 8 – Exercising Withdrawal & Costs

- Notification must be sent within the cooling-off period.
- Returns must follow within 14 days.
- Return shipping is at the consumer's cost unless stated otherwise.

Article 9 – Entrepreneur's Duties in Case of Withdrawal

- Must confirm withdrawal notice.
- Refunds must be made within 14 days, including delivery costs.
- May delay refund until goods are returned.

Article 10 – Exclusion of Right of Withdrawal

Certain products (e.g. custom goods, perishables, opened hygiene products, etc.) may be excluded, provided this is clearly stated.

Article 11 – Price

Prices remain fixed during the offer period unless influenced by VAT or legal changes. Listed prices include VAT.

Article 12 – Compliance and Warranty

Having guarantees that products conform to the agreement and include applicable warranties.

Any additional manufacturer warranty does not affect consumer rights.

Article 13 – Delivery and Performance

Orders are delivered to the specified address within 30 days unless otherwise agreed. The entrepreneur bears the risk until the product is delivered to the consumer.

Article 14 – Duration Contracts

Termination:

- Ongoing contracts can be cancelled at any time with one month notice.

Renewal:

- Fixed-term contracts cannot be silently extended.
- Exceptions exist for newspapers/magazines.

Long-Term:

- After one year, consumers can cancel at any time with one month notice.

Article 15 – Payment

- Payment is due within 14 days after the start of the withdrawal period.
- Consumers cannot be required to prepay more than 50%.
- If payment is late, interest and collection fees may apply after a 14-day notice.

Article 16 – Complaints Procedure

- Complaints must be clearly submitted within a reasonable time.
- Havic must respond within 14 days, or give an indication of processing time.

Article 17 – Disputes

Dutch law applies. Only Dutch courts have jurisdiction.

Article 18 – Additional Provisions

Any additional or deviating provisions must not disadvantage the consumer and must be documented accessibly.

Annex I – Model Withdrawal Form

Standard EU withdrawal form is included for use in case of cancellation.