

# Terms and Conditions - v5

Catena bags

01-03-2019

## Shop policies

These shop policies are valid for the webshop [www.catenatassen.nl](http://www.catenatassen.nl) and [www.catenabags.com](http://www.catenabags.com).

## Purchasing

Orders can be done in the webshop of Catena Bags: [www.catenatassen.nl](http://www.catenatassen.nl) or [www.catenabags.com](http://www.catenabags.com).

The offered products in the shop can be ordered by pushing the button "buy".

Custom orders can be ordered by mail. There will be communication about it.

## Prices

Prices mentioned in the shop or prices confirmed for custom orders are noted in Euro's and including VAT.

For international shipments outside the EU it's possible that import duties, taxes and costs for import will be charged.

These costs have to be paid by the buyer. The amount will depend on the country of destination. Call your local customs for more information.

## Delivery time

Usually product ordered from the shop will be shipped within one workday. In case it would not be possible we will contact you. Delivery times for custom orders will be confirmed by mail.

## Shipping

Products will be shipped by PostNL. After shipping you'll receive a tracing code.

## Shipping costs

No shipping costs will be charged.

## Paying

All orders from the shop have to be paid before shipping. Custom orders have to be paid by Paypal before creating and purchasing materials.

## Returning products

When a received product is not according your wishes, you can return it within 14 days after receiving. The product has to be unused, not damaged and not dirty. Before you will return the product, you have to contact Catena Bags by mail. You will receive instructions how to return. Costs for returning are for the buyer. The product has to be packed in the same package as received or in a comparable package. You will receive the address in the instructions.

## Refund for returned products

The original paid amount will be refunded within one week.

## Exchange products

You can exchange a product after contacting by mail with the same conditions as returning products. When the price of the new product is higher you have to pay the difference. When the price is lower the difference will be returned.

## Guarantee

The guarantee period is one year. The guarantee is valid by using the product in normal conditions where it's meant for. The guarantee is not valid when the product is getting dirty also not for damaging by sharp and other products. We will come to a solution together when there is a complaint. You have to mail your complaint.