

# Terms and Conditions - v3

The Paper Moon Factory

04-12-2016

## PRICES

Unless otherwise stated or agreed on in writing, the prices stated for the products and services offered shall be in euros, including BTW/ VAT and excluding handling and shipping costs, any taxes or other levies.

## PAYMENT

### IDEAL

With iDEAL you can pay easily, safe and trusted your online purchases. You pay in your own internet payment environment, based on specific security methods of your own bank. When paying for the order you specify that you want to pay with iDEAL. Then click on the iDEAL payment button and select your bank. You will then be routed to your own bank where the payment order is waiting for you. You will be asked by your bank to fill in some details and then authorize your payment.

### PRE TRANSFER

If you don't want to pay online you can always transfer your payment to the THE PAPER MOON FACTORY' bank account. After your payment is received, your order will be send. Please be aware that you are responsible for possible extra costs calculated by your bank.

## SHIPPING

Once the amount is credited to the account of THE PAPER MOON FACTORY, THE PAPER MOON FACTORY will aim to process your order within 5 business days. International orders will take longer. If this is not possible, you will receive this in an e-mail message. All products will be carefully wrapped to make the order feel like a present. Orders will be shipped with postNL, or TNT. THE PAPER MOON FACTORY is not liable for loss and / or damage to goods during shipment via PostNL, or TNT

## INTERNATIONAL SHIPPING

THE PAPER MOON FACTORY ships her products to all over the world. The shipping cost will vary per country. Customs and duty Shipments outside the European Union may be subject to import duty/tax or customs clearance charges, which may be applied once a shipment reaches the country. THE PAPER MOON FACTORY has no control over additional customs charges and as such, these charges are to be paid by the purchaser.

## DELIVERY

THE PAPER MOON FACTORY is doing the best she can to deliver your package as soon as possible after receiving your payment. Your order will be dispatched after receiving your payment. A normal delivery within the Netherlands will take 3 - 5 days after receiving your payment, excluding weekends and holidays. International orders will take longer.

THE PAPER MOON FACTORY is not liable for loss and / or damage to goods during shipment.

You can order at an additional cost - registered and / or insured - shipment. If you prefer this option, please mention this on the order form. I will send you an estimate of the additional costs.

## WARRANTY

THE PAPER MOON FACTORY guarantees that the delivered items meet the specifications stated in the offer. Exceptions are differences in color or texture. Most items are handmade, so they are not exactly identical. Defects that have arisen as the result of normal use or are due to the significant debt of the customer are not covered by warranty

## RETURNS

Upon delivery, you are obliged to inspect the products to determine whether or not they comply with the agreement. THE PAPER MOON FACTORY spends much time in searching and selecting designers and products and would like to offer you the best. If for any reason you are not fully satisfied with your order, you can return the item(s) within 7 days for a refund or exchange. Please send a e-mail message to [info@orphansocks.nl](mailto:info@orphansocks.nl) to notify a return/exchange. All returns/exchanges must be in new, unused condition. Shipping and handling charges are non-refundable.

Return shipments with insufficient postage shall not be accepted.

The return shipments accepted by THE PAPER MOON FACTORY shall be replaced with a substitute product, or the original invoice amounts refunded excl. postage & handling costs, as soon as possible. Refunds shall be given within 30 days of receipt of the returned product. THE PAPER MOON FACTORY shall not assume any liability whatsoever for damage claims or consequential damage in whatever capacity substantiated as a result of the use of its products by consumers or third parties.

## FORCE MAJEURE

THE PAPER MOON FACTORY is not obliged to fulfill any obligations to the customer if hindered by force majeure. In any case force majeure means digital breakdown at THE PAPER MOON FACTORY and transportation delays (strikes).

## INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHT

You must respect all intellectual and industrial property rights attached to the products delivered by THE PAPER MOON FACTORY in full and unconditionally.

## PRIVACY

THE THE PAPER MOON FACTORY respects your privacy. THE PAPER MOON FACTORY uses customer information only for processing

and shipping orders and will under no circumstance be sold, disclosed or distributed to any third party.

This Terms and Delivery apply on every delivery by THE PAPER MOON FACTORY

THE PAPER MOON FACTORY behind the scene  
Marion Westerman  
Trading under the name: The Paper Moon Factory  
Chamber of Commerce 27350949  
BTW / VAT NL153026510B02  
Rabobank 1495.65.348  
BIC: RABONL2U  
IBAN NL58 RABO 0149 5653 48

RETURN ADDRESS:

The Paper Moon Factory  
Griffensteijnselaan 159C  
3704 GA Zeist, The Netherlands  
Accessibility by phone: +31 (0) 6 12 89 22 05  
and by e-mail: [info@papermoonfactory.nl](mailto:info@papermoonfactory.nl)