

Terms and Conditions Traevel Atelier (2020)

Our terms and conditions are applicable to all orders. That's why we ask you to read and accept the terms and conditions prior to placing an order. In this document is described what your rights and obligations are. Our aim is to offer you the best service and security possible.

Prices

All displayed prices are including VAT and potential disposal fee and shipping costs. Price changes occurring between ordering and shipping won't be applied.

Delivery time

In every situation we will do our best to ship the items asap. In the unlucky event that an order has not been shipped within a term of 30 days, we will contact you about it. You then have the possibility to cancel your order without additional costs. In case you already had paid the order, the paid amount will be refunded within 14 days.

If you have any special wishes concerning the delivery time, please let us know about it in an e-mail. We will do our best to meet your wishes.

Cancelling and Returning

Orders can be cancelled until they are being shipped. You can cancel your order by sending us an e-mail to info@traevelatelier.com.

The cancelling of your order will be confirmed by e-mail. In case you had already paid for your order, the amount will be refunded within 14 days.

Within 14 days upon reception, if you have received your order and you change your mind, you can return your order in the original packaging and shipping packaging, under specification of the reasons. Please do send an e-mail to inform us about this move.

By opening the (potentially existing) inner-packaging you herewith indicate that you accept the order. In case of returning an order, you are responsible for shipping costs. The already paid amount for the order will be refunded within 14 days on your bank account.

If it so happens that an item unfortunately reaches you in a damaged state, we kindly request you to share the type and extent of the damage with us. Upon which you can return us your article. In this case, we will take care of shipping costs. An undamaged article can be sent in consultation.

For items (sold and delivered) on which the warranty of the manufacturer, importer or wholesale applies, only the warranty of these suppliers applies. The picture of the products don't always match the real product.

Shipping costs and carrier

Shipping via GLS.

Protecting your privacy

Private information such as name, mailing address and bank account number shared with traevelatelier.com will be used solely to process your order and for our own administration. This information will not be shared with third parties.

Complaints

In spite of our best intentions and efforts, sometimes things can take a different turn than expected. If you have any complaints about the processing of your order, the shipping or the delivered items, we kindly request you to inform traevelatelier.com as soon as possible so that we can find a solution to it.

Applicable law

The Dutch law is exclusively applicable on the agreement and on these terms and conditions.

Traevelatelier.com is brought to you by:

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