

## **SHIPPING TERMS AND RETURNS KYWIE B.V.**

### **Prices**

All prices mentioned are include VAT.

### **Ways of payment**

Paypal and several credit cards.

Ideal- this is a trusted and safe online transfer system only available in the Netherlands. More info on: [www.ideal.nl](http://www.ideal.nl)

Bank transfer: the amount due can be transferred to KYWIE's ING account number: 6314222(address: Klapstraat 4, 3633 BJ Vreeland, The Netherlands) IBAN: NL60INGB0006314222, BIC/SWIFT code: INGBNL2A

In case the KYWIE shop does not receive any payment within 10 days after the date of ordering, the order will be cancelled.

### **Shipment**

As soon as the amount due is received by the KYWIE shop will ship the order within 5 working days. In the event that as a result of specific, unforeseen circumstances it will take longer, the customer will be notified.

KYWIEshop cannot be held responsible for the risk of loss, damage or decrease in value of the ordered items as of the moment that the goods are shipped.

### **Guarantee**

Sheepskin is a natural product and every cooler is unique. With this in mind KYWIE shop guarantees the articles represent the specified condition. Damages and wear and tear due to normal usage or due to clear fault on the side of the customer are not guaranteed.

### **Return Policy**

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation you have another 14 days to return your product. You will then be credited with the full order amount including shipping costs. Only the costs for returning from your home to the webshop are for your own account. If you make use of your right of withdrawal, the product will be returned to KYWIE, Klapstraat 4, 3633BJ Vreeland, The Netherlands with all accessories supplied and – if reasonably possible – in its original condition and packaging. To exercise this right, please contact us at [info@kywie.com](mailto:info@kywie.com). We will then refund the order amount due within 14 days after registration of your return, provided that the product has already been returned in good order.

### **Model Rights**

All KYWIE Woolers are protected by Design- and Copyright Law. Next to registered Design rights KYWIE can rely on unregistered Design rights and Copyrights on all her models. The KYWIE brand is a registered a trademark in the EU.

### **Company Details**

KYWIE B.V.

Klapstraat 4

3633 BJ Vreeland

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email: [info@kywie.com](mailto:info@kywie.com)

VAT nummer: NL858392987B01

Chamber of Commerce: 70609772

IBAN: NL60INGB0006314222

BIC: INGBNL2A