

# General Terms and Conditions B2C Bralex Webshops

## Identity

Company name: Bralex Webshops B.V.  
Company address: Peizerweg 97, 9727 AJ, Groningen, The Netherlands  
Telephone number: 0031858769678  
E-mail address: info@bralex.nl  
CoC number: 63010445  
VAT number: NL855053227B01

## Prices and information

All indicated prices include VAT and are subject to apparent programming and typing errors. We are not responsible for (color) deviations due to your screen quality. Prices do not include shipping costs. If shipping costs are charged, this will be indicated clearly, timely and before entering into the agreement.

## Implementation of Agreement

The website clearly states, timely, before entering into the agreement, how and within what period, delivery will take place. Delivery takes place in any case, within 30 days. If goods are not available (timely) you will be informed of this. In that case you can agree to the new delivery date or the offered alternative, or you can terminate the agreement free of charge.

## Cancellation right

After you (or another on your behalf) have received the goods, you may cancel the agreement, within 30 days, without giving any reason. You can use the standard cancellation form (see Annex 1 below), but you are not obliged to do so. To assess the goods you may test it in a physical store. If the assessment goes beyond what is necessary for this, then you are liable for any resulting decrease in value. If you adhere to this, you will receive the full purchase amount, including any shipping costs, immediately and within 14 days. After your notice of cancellation you must return the goods to us within 14 days. The direct costs of returning the goods are for your account.

## Payment

Payment must be made according to the ordering procedure and any payment method indicated on the website. If you do not meet the payment obligation, we will inform you of this and you still have 14 days to fulfill the payment obligation. If you still have not made payment within this 14 day period you owe the legal interest and we are entitled to charge the extra judicial collection costs.

## Guarantee and conformity

With us you are entitled to a legal guarantee. We guarantee that the goods meet the specified specifications and quality requirements that you can expect.

## Complaints

If you have a complaint, please let us know as soon as possible (see contact details above). We will handle your complaint as quickly as possible and you will receive a substantive response within 14 days. If you are not satisfied with the way in which your complaint is being handled, you can also submit it to the European ODR Platform (<http://ec.europa.eu/consumers/odr/>).

## Final stipulations

Dutch law applies to this Agreement. This jurisdiction choice is without prejudice to the protection you enjoy under the imperative law in your place of residence. For so far as the rules of imperative law doesn't decide otherwise, all disputes that may arise from this agreement shall be brought before the competent court in the district where we are established.

## Annex 1 - Model form for cancellation

(only fill in and return this form if you want to cancel the agreement)

To:

[ name of entrepreneur ]

[ geographic address of entrepreneur]

[ fax number entrepreneur, if available ]

[ e-mail address or electronic address of the entrepreneur]

*I/We\* hereby inform\* you that I/we\* cancel\* our agreement regarding the implementation of the following service: [indication of service]\**

*Ordered on\*/received on\* [order date with services or receipt with products]*

*[Consumer(s) name]*

*[Consumer(s) address]*

*[Consumer/(s) signature] (only when this form is submitted on paper)*

*\* Scratch out that which is not applicable or complete that which is applicable.*