

GENERAL CONDITIONS EQUESTRIX WEBSHOP

link to a pdf with the General Conditions for use of the Equestrix Webshop
<http://www.equestrix.com/media/general-conditions-.pdf>

Definitions

These General Terms and Conditions apply to:

The Company: Equestrix Agency BVBA

The Customer: The person or company ordering/buying any item from the webshop.

General Terms and Conditions

The General Terms and Conditions apply to every transaction between the Company and the Customer.

The Company reserves the right to alter the present Terms and Conditions at any time without prior notice.

The contract is governed by the version of the Terms and Conditions applicable on the date on which the order took place and has been confirmed.

The Customer has read and agreed with the Terms and Conditions before he/she confirms his/her order.

Contract

The contract is entered into the moment the customer has paid for the order and the Company has been confirmed the order by email.

Item Prices

The price of the products or items is given in Euros and includes VAT.

Payment

All transactions are securely protected and paid by Credit Card (Visa, Mastercard or American Express) that are made through the secure payment system "MultiSafePay" and guarantees the customer absolute confidentiality.

Return Policy

Return Form in PDF to download.

Returns are strictly at the customer's risk. The company is not liable for any returned items that are damaged or lost.

Items should be returned to us within 14 days in perfect condition, complete with the original packaging, receipt/invoice and a covering letter, we will then be happy to exchange or refund you with the product price. This does not affect your statutory rights.

You must make your own arrangements to return goods to us and you will be responsible for the cost of return unless goods are faulty. We recommend that you obtain proof of postage as you are responsible for the returned goods until they arrive in our warehouse.

We are unable to issue refunds for returned Sale or Discounted items.

All goods returned to us must be in their new unworn condition. Any goods that are deemed as too soiled to handle will be returned to you.

A postage fee will be charged for all exchanges.

If you are returning goods from outside Europe, please tick the box on the paperwork to indicate it is a return, otherwise you may be liable for customs charges.

The Return Form (download PDF) must be filled out and all items must be returned to the following address:

Equestrix Agency BVBA
Langerei 19
8000 Brugge
Belgium

Delivery Timeframe

After payment has been confirmed, the shipping process shall be started or the order can be picked up at the agency. All deliveries can be tracked and followed.

The shipping will be shipped to the address provided by customer. In case of absence of customer, the package will be

delivered the next business day or there shall be a note that the package can be picked up in the nearest delivery point. All items in stock are available for delivery. Where we are unable to deliver an item, the company will inform the customer of this by email within 5 business days and give a new date for delivery. Goods will be delivered within 10 business days from confirmation of the order, provided that the customer's delivery details are correct.

Delivery Charges

Upon confirming the order, the company will always advise the customer clearly of any delivery charges. Delivery charges are given in Euros and are inclusive VAT/BTW.

25€ Shipping: Austria, Belgium, Czech Republic, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Luxembourg, Monaco, The Netherlands, Norway, Poland, Portugal, Spain, U.K., Sweden, Switzerland.

45€ Shipping: Argentina, Australia, Brazil, Canada, Columbia, China, Hong Kong, Kuwait, Mexico, New Zealand, Qatar, Saudi Arabia, U.A.E., U.S.A., South Africa, Zimbabwe.

For other countries please request by email.

Disputes

All potential disputes concerning the delivered goods will come under the exclusive jurisdiction of the courts of the District of Brugge, and are subject to Belgian Law.

A disputes shall only be handled by the Company when the consumer has submitted a claim regarding the Company or goods within the reasonable timeframe of 1 week after delivery.

When a dispute is submitted by the company, the costumer must respond to the company's written request within 4weeks to indicate that he/she agrees to solve the dispute or he/she prefers to submit the dispute to a court having jurisdiction. If the company has not been notified of the customer's decision within five weeks, the company is entitled to submit the dispute to a court having jurisdiction.

Complaints

All complaints for, whatever reason, can only be made upon refund of the order.

If an item is damaged, the customer must submit a complaint in writing within 5 days upon delivery.

If this is not done, the customer will forfeit his right to complain.

The company shall respond to a written claim within 7 days of receipt.

Upon delivery of the goods, the customer must check that the delivery corresponds to the items ordered.

Owner of the Webshop:
Equestrix Agency BVBA
Langerei 19
8000 Brugge
Belgium

Email: equestrixbelgium@gmail.com
BTW / VAT ID : BE0652.706.565

The entire contents of the webshop on the website WWW.EQUESTRIX.COM, including the images, text, and other contents is the sole property of Equestrix Agency BVBA.

Equestrix Agency bvba

Langerei 19
8000 Bruges
België

T: [+32 \(0\)492728472](tel:+3220492728472)
E: equestrixbelgium@gmail.com
W: <http://www.equestrix.com>