



IDENTITY OF THE ENTREPRENEUR

Dianne in Mebel

Name: HennaBrownies

Business address: Amstel 180 hs

Location: 1017AG Amsterdam

Chamber of Commerce number: 18031821

E-mail address: info@instituuthaarenggezondheid.nl
info@hennabrownies.com

VAT identification number: NL97209569B01

Terms and Conditions

Below are the general terms and conditions of HennaBrownies.com. These conditions apply to all our sales and transactions that take place via the webshop. If you have any questions about the general conditions, please contact us via info@hennabrownies.com.

Article 1 GENERAL

1.1 These general terms and conditions are applicable to all actions taken by HennaBrownies.com, such as offers, orders and purchase agreements, to the exclusion of any other general terms and conditions. The buyer will be informed of the applicable general terms and conditions of HennaBrownies.com

1.2 The General Terms and Conditions are visible to all visitors to HennaBrownies.com and can be found at the bottom of the website.

1.3 The General Terms and Conditions must be read in advance by the buyer if an order takes place.

1.4 The sale of an article is made after acceptance of the order.

1.5 Dutch law applies to all agreements and disputes between parties.

1.6 HennaBrownies.com is not responsible for the damage, or loss of the products that are shipped by Post NL.

Article 2 PRICES

2.1 All prices are stated in euros (€) and are inclusive of 19% VAT and excluding shipping costs (if indicated otherwise).

2.2 HennaBrownies.com is not responsible for typing, typing and printing errors unintentionally a wrong selling price could be communicated.

If this occurs, the price will be adjusted by HennaBrownies.com.

2.3 Before the conclusion of a purchase agreement the total price including shipping costs will be communicated by HennaBrownies.com via the website. The buyer will then receive an order confirmation from HennaBrownies.com by e-mail.

Article 3 APPLICABILITY

3.1 These terms and conditions apply to each product and each offer that is on the website HennaBrownies.com and has been created on each website distance contract between HennaBrownies.com and consumer.

3.2 The general conditions can be found on the website of hennabrownies.com and when a consumer places an order, the applicability of the general terms and conditions accepted.

3.3 HennaBrownies.com reserves the right to change the terms and conditions if necessary.

Article 4 PAYMENT

4.1 After an order you will receive an e-mail for confirmation. In this e-mail the total costs. You must pay the payment by paying in advance via telebanking (iDEAL). When your payment is received by us, we will send your order as soon as possible. More information can be found at HennaBrownies.com about the conditions of delivery and delivery.

Article 5 SHIPPING COSTS

5.1 The shipping costs are € 5.90 per order, unless indicated otherwise.

Article 6 TERMINATION

6.1 Orders can be canceled within 12 hours, exclusively by email.

6.2 The seller can terminate an order or refuse a buyer without stating reasons.

6.3 If a buyer does not cancel the order within 12 hours, the buyer is liable for payment.

Article 7 DELIVERY

7.1 All items are offered for order within 2 working days after receipt of payment.

7.2 If items have a longer delivery time than 2 working days the buyer will receive an email informed of this.

7.3 If articles are unexpectedly not available, this will be done by email or via the website HennaBrownies.com be communicated.

7.4 All offers mentioned in our webshop and elsewhere apply up to the stated validity date, but may be terminated prematurely by the seller to become. The offers apply as long as stocks last.

7.5 On working days, HennaBrownies.com means Tuesday to Saturday. Sun and holidays are not working days.

7.6 HennaBrownies.com deducts the risk of the goods at the moment the goods are offered to the specified address for receipt.

7.7 HennaBrownies.com is not until subsequent delivery of products delivered if these products are out of production by him or his suppliers taken or expired from its sales program for any other reason.

7.9 The buyer is obliged to take receipt of the goods upon delivery. In default the goods are stored for the account and risk of the buyer.

7.10 Exceeding a delivery date never entitles the buyer to any compensation for HennaBrownies.com

Article 8 DISSOLUTION

8.1 Hennabrownies.com is entitled by means of a law to do so on the basis of the law seeking written statement to the buyer the agreement in whole or partially suspend or dissolve. This happens if the payment has not been completed 2 working days after placement of the order or that the specified delivery address is not correct.

8.2 The buyer has the right to return the delivered products of HennaBrownies.com, without giving any reason within a period of one working day, starting on the day of delivery, if the products are not returned within this period, the purchase is a fact.

8.3 The buyer is obliged, before proceeding to return, within the period of one working day after delivery, to report this to henna embries. com via info@hennabrownies.com stating the order number.

Article 9 CANCELLATION OF THE ORDER

9.1 Each order can be canceled without giving any reason, if not sent within 12 hours after the buyer has made an order.

9.2 However, the buyer HennaBrownies.com to notify you of the cancellation by sending an email to info@hennabrownies.com

9.3 After HennaBrownies.com has confirmed sent to the buyer the cancellation has been agreed.

9.4 If the buyer has already paid the payment, HennaBrownies.com will credit the full amount within 30 working days.

Article 10 COOLING PERIOD

10.1 After receipt of the items ordered by the buyer, the buyer has the right return the items within one working day after the sending date. This is only possible if the purchaser has made prior notification by e-mail to HennaBrownies.com. After receipt of the return shipment, the order amount will be refunded within 14 working days to the bank / giro account of the customer. This right is not applicable if: * articles opened or broken or. damaged. * the buyer himself has tried to repair a defect; * there is missing the original packaging / labels. The buyer himself is responsible for the return and must bear the costs of and the risk of sending. Hennabrownies.com assumes that the buyer will return the shipment in the same way and, if necessary, insured will be sent. Non-prepaid and cash on delivery shipments are never accepted by HennaBrownies.com.

10.2 HennaBrownies.com reserves the right to refuse returned products or to credit only part of the amount already paid, if it is suspected that the product has already been opened, used or due to the debt. the customer (other than that of HennaBrownies.com or the supplier of the product) is damaged.

10.3 If a product is returned that in the opinion of HennaBrownies.com has suffered damage due to an act or negligence of the customer or otherwise for risk of the customer, or is used by the customer, HennaBrownies.com will inform the customer of this in writing (by letter or e-mail). HennaBrownies.com has the right to withhold the value reduction of the product as a result of this damage of the amount to be refunded to the customer.

Article 11 WARRANTY

11.1 HennaBrownies.com is responsible for the quality of the information it has provided to the best of its knowledge. services and for the soundness and good quality of the products supplied to it. If something is wrong with the purchase, this can be done via email or via the telephone number +31(0)20 427 2477.

Article 12 LIABILITY

12.1 HennaBrownies.com is not liable for any damage directly or indirectly, which is the delivery, by which cause has also arisen to the buyer, to goods of the buyer, to the buyer or his family members, to third parties or to third parties. In particular, the seller is never liable for the loss or damage of the shipped items. If it is established that the seller is liable for any damage, then the liability is maximized to the order amount of the order and never more than € 1,000 in total. HennaBrownies.com is not liable for the non-permanent availability of the domain HennaBrownies.com and for technical or electronic errors of the online offers.

Article 13 NON-FREQUENCY DEFICIENCIES

13.1 HennaBrownies.com is not liable, if and insofar as her obligations can not be met are met by force majeure. Under force majeure is understood any strange cause, as well as any circumstance, which should in reason not be for her risk. Delay or default by non-commissioned suppliers, transport difficulties, strikes, government measures, delays in the supply, negligence of suppliers and / or manufacturers of hemabrownies.com as well as of auxiliary persons, sickness of personnel, defects in auxiliary or transport means are expressly regarded as force majeure.

13.2 HennaBrownies.com has in the event of force majeure, the right to suspend its obligations.

13.3 HennaBrownies.com is also entitled to dissolve the agreement in whole or in part, or to claim that the contents of the agreement shall be dt changed that execution remains possible. In no case HennaBrownies.com has been held to pay any fine or compensation.

13.4 HennaBrownies.com reserves the right to payment of the work already performed and the costs incurred.

13.5 HennaBrownies.com has no power to suspend if compliance is permanently impossible or the temporary impossibility lasts for more than six months. In these cases, the contract can be dissolved by the most diligent party, without the buyer being entitled to compensation for any damage.

Article 14 PARTIAL INVALIDITY

14.1 If one or more provisions of an agreement between HennaBrownies.com and buyer would prove to be non-binding the parties remain in force to replace the non-binding

provisions by such provisions, which are binding and deviate as little as possible - in view of the purposes of this agreement - from the non-binding provisions

Article 15 COMPLAINTS AND QUESTIONS

15.1 The buyer can contact HennaBrownies.com for questions and / or complaints, via e-mail: info@hennabrownies.com.

15.2 Emails with questions are usually handled within 48 hours.

15.3 Complaints are usually dealt with within 2 working days. If this for some reason is not possible, the purchaser will be informed of the delay period.

Article 16 PRIVACY

16.1 All personal data will be used exclusively by HennaBrownies.com and will never be made available to third parties, as long as necessary for payment transactions and delivery of the order.