

Terms and Conditions - v4

sensolife

29-06-2021

General terms and conditions.

All orders at SensoLife are subject to the general terms and conditions.

Identity of the entrepreneur.

SensoLife

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KVK number: 73241555

VAT identification no: NL 002493087B39

1. Orders.

1.1 If you place an order you automatically agree to the terms and conditions of SensoLife.

1.2 After placing and paying an order you will automatically receive an order confirmation with the items you ordered.

2. Prices

2.1. All prices include 21% VAT and exclude shipping costs

2.2. SensoLife reserves the right to change product prices at any time, except for orders already placed.

2.3. Any price errors in the webshop cannot be granted any rights.

3. Payments.

3.1. All orders can be paid through "Ideal", "PayPal" or "advance payment".

3.2. Orders will be handled immediately upon receipt of payment.

4. Shipping.

4.1. Products are shipped from Nederland and / or from Poland

4.2. Delivery may take up to 10 working days after receiving the proof of payment.

4.3. SensoLife is not responsible for any delay in delivery due to delays at the transport company.

4.4. In the absence of the customer during delivery there is no delay in delivery. The customer receives a shipping code after the shipment has been sent.

4.5. In no case can delays in delivery be a reason to cancel or return the order.

4.6. Orders can't be picked up. The place of delivery shall be the address indicated by the consumer to SensoLife.

5. Personal data and privacy.

5.1. Personal data shall not be passed on to third parties.

5.2. Personal data are only used for processing the order.

6. Variations in size/colour.

6.1. The buyer is aware of the fact that there may be small differences in colour between the products shown on www.sensolife.nl and the end result. SensoLife cannot be held responsible for this.

6.2. Any colour differences do not entitle you to cancel or return the order. Also, there is no refund of the product.

7. Complaint settlement.

7.1. Complaints about the performance of the contract must be submitted to the trader in full and clearly defined form within 7 days after the consumer has found the defects. In this case, an e-mail must be sent to the following address: info@sensolife.nl

7.2. Complaints submitted to the trader will be answered within a period of 14 days from the date of receipt. If a

complaint requires a foreseeable longer processing time, the trader will reply within the 14-day deadline with a message of receipt and an indication when the consumer can expect a more detailed reply.

7.3. The consumer should at least give the entrepreneur 4 weeks to resolve the complaint by mutual agreement.

8. Guarantee and return.

8.1. The consumer may dissolve a contract relating to the purchase of a product for a minimum period of 14 days without giving reasons. The trader may ask the consumer for the reason for withdrawal, but does not require the consumer to give his Reason(s).

8.2. You have 14 days to return your product after cancellation.

8.3. The cost of returning to the web store is on your own account.

8.4. If you make use of your right of withdrawal, the product with all delivered accessories and - if reasonably possible - in its original condition and packaging will be returned to the entrepreneur.

8.5. To use this right you can contact us via info@sensolife.nl. We will then return the amount due within 14 days of receipt of the returned product.

8.6. Under the "distance purchase" law, the customer has the right to exchange or return a product within 14 days. Personalized products are excluded from this act. According to the consumer's specifications manufactured products, which are not prefabricated and manufactured on the basis of an individual choice or decision by the consumer or which are clearly for a specific person is intended; and (Weighted blankets, Weighted vests, Weighted pillows, a plush duvet covers, cotton duvet, local weighted products) cannot be returned.

8.7. Return shipments are only accepted if the product is undamaged and unused. There can be no depreciation of the product. SensoLife applies the general conditions established by the Dutch Home Shop organization. This means that during the reflection period the consumer will be careful about the product and the packaging. The product shall only be unpack or used to the extent necessary to determine the nature, characteristics and operation of the product. The starting point is that the consumer should only handle and inspect the product as he should in a shop.

8.8. Where products are used in a way other than that indicated, or crops in a way other than that indicated, the guarantee shall lapse. The products will then be returned to the customer and the refund will not take place.

9. Copyright.

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