

## General conditions of Sale

- 1) These conditions of sale (hereafter referred to as conditions) apply to any order carried out via the e-shop exploited by the Stichting Regio VVV Noord-Hollands Schiereiland Midden (hereafter referred to as Tourist Information Office), established at the Waagplein 2, 1811 JP in Alkmaar and registered at the Chamber of Commerce under number 41240685.
- 2) Placing an order means that you accept the application of these conditions.
- 3) Ordering and paying at the e-shop takes place online. Payment can take place via accepted credit cards or other possibilities provided. Payments are processed via an external party called Bibit. Your bank or credit card company receipt will state this name as the debt collector. Payment is authorised online; orders are dealt with after automatic acceptance of the payment by your bank or credit card company.
- 4) Your invoice is displayed on the screen after the authorised payment. We advise you to print and keep it. The invoice also serves as the confirmation of your order and customer information and delivery address. The invoice also states the BTW (Dutch VAT) amount.
- 5) Special offers only apply to delivery addresses in the European Union.
- 6) Prices for products offered are stated in euros, inclusive of VAT and exclusive of handling and shipping costs.
- 7) The final amount of handling and shipping costs depends on the size and weight of the article and are described [here](#). These costs are stated when you are finished ordering and go to the cash register, before you pay for your order.
- 8) Products are sent via TPG post, via regular or parcel service, depending on size. In principle, delivery takes place within five working days after the order has been placed.
- 9) After receiving the products, check whether the products match your order and whether they are damaged. Inform the Tourist Information Office in writing of any incorrect or damaged products received within seven working days. The Tourist Information Office has the opportunity to replace the goods or reimburse an amount. Handling and shipping costs are not reimbursed.
- 10) If you do not wish to purchase a product for whatever reason, you must return it to the Tourist Information Office within seven days. Return consignments are only accepted if they are undamaged. Costs of the return consignment are at your own expense. The Tourist Information Office refunds the amount paid for products returned. Handling and shipping costs are not reimbursed.
- 11) In cases of force majeure, the Tourist Information Office shall be entitled not to execute the order or to deviate from conditions without customers being able to claim damages. Force majeure is understood to include any shortcoming not attributable to the Tourist Information Office.
- 12) Dutch law applies to any actions by the Tourist Information Office and these conditions. Disputes shall be submitted to the competent Court in the Netherlands.