

# LAZE VOF - GENERAL TERMS AND CONDITIONS B2C

*General terms and conditions for the sale and  
delivery of products to consumers*

## Article 1 Definitions

The meaning of the following terms is explained below:

Cooling-off period:	the period within which you can reconsider your purchase on our website (your "right of withdrawal");
Consumer:	if you made your purchase privately and it is not related to your business activities (your company, your profession, etc.);
Day:	calendar day;
Right of withdrawal:	your right to cancel your purchase on our website during the cooling-off period;
LAZE:	the company that offers products to consumers in the webshop, legally known as a distance sale;
Distance contract:	a contract between LAZE and the consumer that is entirely concluded through a webshop;
Model withdrawal form:	the European model withdrawal form included below. You can also find this in the customer service of our webshop.

## Article 2 Contact details of LAZE

Company:	LAZE VOF
Business address:	Zijtak 11, 1251 RR Laren
Phone number:	+31(0)202117689
Email address:	info@laze.nl
VAT identification number:	NL864172382B01
Chamber of Commerce number:	87000741
Availability:	during office hours from 10 am to 4 pm.

## Article 3 Applicability

These general terms and conditions apply to every offer from/order with LAZE and to every agreement concluded via the webshop between LAZE and the consumer. The website and these terms provide information about your rights and obligations so that you know what to expect when making a purchase in our webshop.

## Article 4 The offer

The webshop provides a complete and accurate description of our products. The photos in the webshop are as realistic as possible, but many products are handmade and may vary slightly. It is also possible that the actual color of a product does not exactly match a color shown on the screen.

If an offer is temporary or conditional, this is always clearly stated. In case of clear errors or mistakes in the offer (such as a very low price), LAZE reserves the right to correct them or cancel the purchase and refund the money.

## **Article 5    The agreement**

The agreement is concluded when you have confirmed and paid for your order. LAZE will then send you an email to confirm the order.

LAZE takes the necessary measures to secure the personal data you enter in the ordering process and to ensure a secure web environment. This applies in particular to the payment details that are sent online.

## **Article 6    Right of withdrawal**

You may cancel the agreement for the online purchase of your product within a period of 30 days after receiving your products. You don't have to give a reason for this. You can send an email to [info@laze.nl](mailto:info@laze.nl) with the completed return form. The shipping costs for returning items are at your own expense.

## **Article 7    Your obligations during the cooling-off period**

You may unpack our products during the cooling-off period to examine and check them thoroughly. Note that if you want to return the product, it must remain clean and in an undamaged condition and must be packed in such a way that the products cannot be damaged. You are liable for any depreciation of the product that is returned dirty or damaged.

## **Article 8    Exercise of the right of withdrawal and costs**

You can exercise your right of withdrawal by filling in the online return form within the deadline so that we know you want to cancel your purchase on the webshop. You will then receive instructions from us on how the return works. Prepare the product for return with everything that came with it, in the original box and other packaging, and in a clean and undamaged condition.

In case you must arrange the return yourself, the risk and burden of proof for the correct and timely exercise of the right of withdrawal lies with you. In other cases, this lies with LAZE. Make sure you have a shipping receipt.

You bear the direct costs of returning the product.

## **Article 9 LAZE's obligations in case of withdrawal**

If you inform us with the return form that you want to exercise your right of withdrawal, we will confirm your request as soon as possible via email.

LAZE ensures a quick processing of the return and a prompt refund (as soon as possible, but in any case within 14 days after your return notification). LAZE uses the same payment method that you used for your payment.

## **Article 10 Exclusion of the right of withdrawal**

The right of withdrawal is excluded if:

- items were received more than 30 days ago.
- items are used, damaged, or incomplete.
- the original packaging is missing.
- items have been adapted or personalized at your request.
- items have been made to measure specifically for you.

## **Article 11 Price**

All prices stated are incl. VAT and excluding shipping costs. In case of clear errors or mistakes in the price, LAZE reserves the right to correct them or cancel the purchase and refund the money.

## **Article 12 Performance of the agreement and warranty**

LAZE ensures that the products comply with the agreement and with the reasonable requirements of soundness and/or usability and the relevant legal provisions/government regulations at that time.

We provide a warranty of 3 months on the quality of our products. If you are not satisfied with the quality of the products within 3 months, send an email to [info@laze.nl](mailto:info@laze.nl), and we will jointly find a suitable solution. This may include replacing, repairing, or taking back and refunding the products. In the case of a refund, this will take place within 14 working days and including shipping costs.

The warranty cannot be claimed in the following cases:

- Improper storage: Warranty does not cover damage resulting from improper storage of the products, such as exposure to extreme temperatures or humidity.
- Failure to follow care instructions: The warranty becomes invalid if the consumer fails to follow the care and maintenance instructions for the product (see website).
- Unauthorized modifications: Any unauthorized modifications or alterations to the product by the consumer will render the warranty null and void.
- Natural wear and tear: Reasonable wear and tear over time, consistent with normal use, is not covered by the warranty.
- Third-Party repairs: Repairs conducted by a third party not authorized by LAZE will void the warranty.

### **Article 13    Delivery and execution**

Delivery is made by courier to the address you have communicated to LAZE. We execute all orders as carefully as possible.

LAZE adheres to the communicated delivery times and processes orders as quickly as possible. If delivery is unexpectedly delayed or if an order cannot be fully or partially executed, you will be notified as soon as possible. You may then cancel the agreement without cost. In this case, LAZE will refund amounts paid by you as soon as possible.

If you provided a wrong delivery address, chose the wrong delivery option, or were not at home when the courier delivered the order, additional costs may arise, which LAZE will pass on to you.

The risk of damage and/or loss of products is with LAZE until the moment of delivery to you unless expressly agreed otherwise.

### **Article 14    Payment**

You can choose from the various payment methods offered by Mollie. All data filled in are encrypted and sent via secure systems, so we do not have access to this information. Even in the case of a refund, this information is not visible to us. LAZE uses the same payment method that you used for your payment for the refund.

### **Article 15    Complaints procedure**

If you have complaints about your order, we would like to hear about it as soon as possible. You can fill out the contact form on our contact page for this purpose, providing a clear description of your complaint. LAZE will respond to your complaint/question within a period of no later than 14 days. If the processing takes longer, we will let you know.

### **Article 16    Amendment of the general terms and conditions**

LAZE has the right to change these general terms and conditions. Changes to these conditions only apply once they have been announced by LAZE and only to agreements entered into between LAZE and you from the moment of the change and announcement.

### **Article 17    Copyrights**

All images, photos, symbols, and texts used on this website are protected by copyright and may not be reproduced, published, or publicly used without permission in writing.

## **Article 18 Disputes**

Dutch law exclusively applies to all legal relationships.

## **Article 19 Version(s) and deposit of conditions**

- 19.1 These conditions have been deposited with the Chamber of Commerce on November 20, 2023, under Chamber of Commerce number 87000741 and published on the supplier's website.
- 19.2 These conditions are included as an attachment to the customer when submitting an offer or making a proposal.
- 19.3 The supplier is free to publish a new version of the conditions. Changes of minor importance can be made at any time. In the case of major changes, the supplier will inform the customer explicitly. There is a minimum of 30 days between the notification and the entry into force of amended conditions.

These general terms and conditions were last modified on November 20, 2023.