

STANDARD TERMS AND CONDITIONS HG WEBSITE AND WEBSHOP



Article 1. Scope

1.1 These Standard Terms and Conditions of Sale, hereinafter referred to as the Standard Terms and Conditions apply to all orders from HG International B.V. and its subsidiaries, hereinafter referred to as HG, and exclude any other standard terms and conditions. The Standard Terms and Conditions have been lodged with the Chamber of Commerce Gooi-, Eem- and Flevoland in Almere, the Netherlands, under number 39063985 and will be sent free of charge upon request. The Standard Terms and Conditions can also be consulted on our website at www.HG.eu

1.2 By ordering from HG via this website, you agree to these Standard Terms and Conditions.

1.3 It is only possible to deviate from the Standard Terms and Conditions in writing. In such a case, all other provisions of these Standard Terms and Conditions remain in force.

1.4 All rights and entitlements that are stipulated in favour of HG in these Standard Terms and Conditions also apply in favour of any intermediaries or third parties that may have been engaged by HG.

Article 2. Offers/Agreements

2.1 HG is entitled to change its prices, particularly when this is necessary on the basis of statutory or other requirements. All HG's offers are without obligation.

2.2 If you have accepted the offer by electronic means, HG will immediately provide you with electronic confirmation of receipt of your acceptance of the offer.

2.3 HG is entitled to refuse orders whilst stating reasons or to attach special conditions to the delivery.

2.4 HG is entitled to use third parties whilst fulfilling your order or orders. However, HG is not responsible for any delays that may occur during delivery by transport companies that were engaged by HG. The order will be delivered by the delivery service DPD. If they are unable to deliver the parcel, because you are unexpectedly not at home, they will leave a card in your letter box. This card tells you when they will try to deliver again or that the parcel was taken to a DPD Pickup shop. You can collect your parcel from this Pickup shop during opening hours, but you will be asked for proof of identity.

2.5 You are entitled to dissolve the agreement within 14 calendar days of receipt of the order. You can do so by sending an e-mail to consumentenservice@hg.eu, whilst quoting:

- The order number
- The date of the order
- The date of the delivery
- Your complete name, address and town

After dissolving the agreement you are obliged to return the ordered products within 14 calendar days for the attention of:

HG International B.V., Damsluisweg 70, 1332 EJ Almere, whilst quoting the order number.

The costs of returning the goods shall be borne by you.

You can only return unused and undamaged products and/or products with a seal that is still intact.

Within 14 calendar days of receipt of the returned products, the purchase amount less the shipping costs shall be credited to your bank account. Used and damaged products and/or products with a broken seal shall not be reimbursed.

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2.6 Without prejudice to any of HG's other rights, in the case of force majeure HG is entitled to suspend the fulfilment of your order or to dissolve the agreement without judicial intervention by informing you in writing. Force majeure refers to any circumstance outside the sphere of HG's control that impedes HG's compliance with its obligations towards you, either in full or in part. These circumstances include strikes, fire, operational breakdowns, power cuts, late or no deliveries from suppliers or other third parties. Force majeure also refers to disruptions to a telecommunications or other network or a connection or other communication systems and/or to the website being unavailable at any time.

Article 3. Prices and Payments

3.1 The prices listed for the items for sale are in Euro, including VAT, and excluding handling and delivery charges.

3.2 You can only pay by using one of the payment methods that is available during the ordering process. Further payment, ordering, or other conditions may be imposed upon your order. In the event of payment by bank or giro transfer, the date of payment is the date the sum was credited to HG's bank or giro account.

Article 4. Miscellaneous

4.1 You cannot derive any rights from the fact that HG may be flexible in its application of these Standard Terms and Conditions.

4.2 You must respect any intellectual and industrial property rights on the products supplied by HG in full and unconditionally.

4.3 HG does not guarantee that the products supplied to you do not breach any unwritten intellectual and/or industrial property rights of third parties.

4.4 The website of HG and all its texts, documents, images, and sound, each in the widest sense of the word, are protected by copyright. Any further distribution, publication, or transfer thereof requires written permission. HG excludes liability for any damage - direct, indirect, or consequential - that may result from using the website or its content. HG maintains and secures the website and its content. However, HG does not provide any guarantee for the absence of technical flaws. Neither can HG guarantee that the use of the website and its content protects you against so-called viruses and/or other harmful applications. You must take your own precautions in that respect.

Article 5. Applicable Law and Competent Court

5.1 These Standard Terms and any rights, obligations, offers, orders, and agreements covered by these Standard Terms, are solely governed by Dutch law.

5.2 Any disputes between the parties are only put before a competent court in the Netherlands.