

# HOXYHEADS<sup>®</sup>

## Terms and Conditions [www.hoxyheads.com](http://www.hoxyheads.com) (01-06-2018)

### **1 Applicability**

1.1 These General Terms and Conditions apply to all offers, orders and agreements of Hoxyheads that have been concluded with the customer through distance selling.

1.2 These General Terms and Conditions can be consulted on [www.hoxyheads.com](http://www.hoxyheads.com). The General Conditions can also be downloaded and printed there. The General Terms and Conditions can be sent by Hoxyheads on request.

1.3 By accepting an offer or placing an order, the customer declares to agree with these Terms and Conditions.

### **2 The identity of the company**

2.1 These are the General Terms and Conditions of [www.hoxyheads.com](http://www.hoxyheads.com). These general terms and conditions only apply to Hoxyheads products that have been ordered online at [www.hoxyheads.com](http://www.hoxyheads.com). SL BAGS is exclusive license holder of the Hoxyheads © brand.

2.2 Address details:

SL Leather goods B.V. / SL BAGS  
Litauensestraat 4  
7202 CN Zutphen  
The Netherlands

2.3 Accessibility:

Customers can reach Hoxyheads by telephone on +31 (0) 575 - 510 077

Hoxyheads can be reached by telephone from 9 am to 5 pm from Monday to Friday.

Customers can also send an e-mail to [info@hoxyheads.com](mailto:info@hoxyheads.com). Hoxyheads strives to answer incoming e-mails within 48 hours.

2.4 Chamber of Commerce number and VAT number:

Chamber of Commerce number: 09037995

VAT number: NL001207064B01

### **3 Prices**

3.1 All prices of products shown on [www.hoxyheads.com](http://www.hoxyheads.com) are in euros and include VAT but exclude shipping costs. The shipping costs are shown separately and depend on the country where the shipment is going.

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On [www.hoxyheads.com](http://www.hoxyheads.com) the current shipping rate is listed under the FAQs. For orders placed and to deliver in the Netherlands above € 50.00 no shipping costs will be charged.

3.2 The prices on [www.hoxyheads.com](http://www.hoxyheads.com) are compiled and maintained with care. The customer can assume that Hoxyheads delivers the products for the price stated on [www.hoxyheads.com](http://www.hoxyheads.com). Nevertheless, in connection with possible errors / mistakes that can be made, we must make a reservation on all prices.

## 4 Payments

4.1 The payment of the order on [www.hoxyheads.com](http://www.hoxyheads.com) must be paid immediately after an order. If the amount due is received by Hoxyheads, the order will be processed and processed.

4.2 Customers can pay the order at [www.hoxyheads.com](http://www.hoxyheads.com) 100% securely in the following ways:

- Via iDeal.
- Via PayPal.
- Via credit cards: MasterCard, VISA and American Express.

4.3 If the customer remains in default, Hoxyheads is entitled to postpone or dissolve the relevant agreement.

## 5 Delivery

5.1 All orders are delivered to our parcel service (DHL / DPD) no later than one working day after receipt of payment.

5.2 Is the customer not at home to receive the order and is delivery to the neighbors also not possible? Then our parcel service will do its utmost to get the package to the customer as quickly as possible. The non-home message that the driver has left for the customer states where the package can be picked up or when the next delivery moment is.

5.3 If a product is damaged or lost before it is delivered to the customer, this is the responsibility of Hoxyheads.

5.4 The address stated by the customer applies as the delivery address. Hoxyheads is not liable for damage resulting from faults or imperfections in the delivery address specified by the customer.

5.5 Deliveries only take place to countries listed by Hoxyheads on [www.hoxyheads.com](http://www.hoxyheads.com). Hoxyheads cannot be obliged to deliver to other countries.

## 6 Conformity

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6.1 Although Hoxyheads does everything to deliver the order neatly, completely and on time, it can happen that something is wrong with the order.

6.2 Hoxyheads requests the customer to notify Hoxyheads within 7 days of receipt. Hoxyheads then ensures that the customer receives the desired product as soon as possible in good condition.

6.3 The damaged or incorrectly delivered product must be returned by the customer in the original packaging. The customer uses the return form for this. The return form must clearly indicate that it is a damaged or incorrectly delivered product.

6.4 Unfortunately, Hoxyheads cannot accept unpaid return shipments. Hoxyheads will reimburse the return costs for a damaged or incorrectly delivered product.

## **7 Returns / exchanges**

7.1 Customers can return or exchange their purchase within 14 days, without giving any reason. This period starts on the day of receipt of the product. In these 14 days the customer must have reported to Hoxyheads via e-mail that he / she wants to return / exchange the item. Exchange is only possible by re-ordering the desired product and returning the already ordered & received products. After 14 days the trial period expires and you can no longer return / exchange.

7.2 Return shipments are at the risk of the customer. This means that Hoxyheads is not liable for damage or loss of returned products. Hoxyheads therefore requests the customer to request a shipping receipt and to store it properly.

7.3 The costs for the return shipment are at the expense of the customer. For a quick and correct handling it is important that the customer uses the return form that can be downloaded here. The return form must be fully completed by the customer. The product must be returned by the customer in the original packaging. The customer must also ensure proper packaging of the return shipment.

7.4 After receipt of the returned product and return form, Hoxyheads will reimburse the costs of the product within 14 days at the latest. If the customer returns the entire order, the customer will also receive the shipping costs incurred for the order.

7.5 During the trial period, the customer may unpack or use the product as they would in the shop. If the product is used in such a way that it is no longer in new condition / store condition, it may be that the customer receives less money for the product.

## **8 Warranty**

8.1 Unless expressly agreed otherwise, the statutory warranty conditions apply. Hoxyheads

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strives for usable and sustainable products. This means that an article must be in good condition and must function properly in normal use. When the customer receives a product where this is not the case, Hoxyheads will provide a suitable solution as soon as possible. This may include sending a new product or returning the purchase amount. Normal wear is not reimbursed.

## **9 Use**

9.1 The products of Hoxyheads (ski helmet covers and ski helmet ears) should only be used for their intended purpose. For more information, see [www.hoxyheads.com](http://www.hoxyheads.com).

*Dutch law applies to these General Terms and Conditions.*