

Terms and conditions of sales

Dear ZEDD N.V. customer,

ZEDD N.V. wishes to maintain an excellent relationship with her customers and appreciates greatly the trust you put in her. Please note we do take your rights very seriously. It is important to us that you are well informed about what to expect from us and vice versa. The Terms and Conditions, given below, will allow you to know exactly what your legal situation is. Your convenience is a big thing for us: Our 'terms' aim to achieve exactly that, and if you have any suggestions whatsoever how we can do this better, simply use the Contact Us form.

Registered Office: ZEDD N.V. – Bisschoppenhoflaan 8-84 – 2100 Deurne – Belgium.

These terms and conditions are applicable to the sale of all articles, found on our ZEDD N.V. website.

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1. Your order

Making a purchase could not be easier!

Progress:

- Browse our site.
- Here you can select the wanted quantity.
- After an overview of your order, you can complete or edit your address, delivery address...
- The on-line payment takes place in the safe environment on the Ogone site, which is linked to our site. You can pay via bank transfer or by credit card.
- After completion and acceptance of your payment, you are directly linked, back to our site.

ZEDD N.V. does not accept liability for mistakes occurring in the clients' coordinates.

The client is responsible for all shipments from ZEDD N.V. to the specified delivery address. To avoid any abuse, we recommend you to notify us, immediately, of any change of address or removal.

ZEDD N.V. has the right to accept or refuse orders. In case of rejection, the customer will, at his request (by fax or e-mail), be informed about the reason. A valid contract is concluded between yourself and ZEDD N.V. when ZEDD N.V. receives the confirmation of your order on the ZEDD N.V. website.

The ZEDD N.V. administration is, barring rebuttal, considered as proof of the orders and deliveries requested by the customer, as well as the payments and delivered items. ZEDD N.V. acknowledges that electronic communication can be considered as proof. By ordering from our website you endorse this and accept our conditions.

2. Prices

All mentioned prices are in EURO. These include everything (Belgian VAT inclusive), except shipping costs. Rather than offering free delivery all the time and putting the cost of all our gear up, we prefer to be pellucid about our charges. One thing you can be sure of is that we only seek to recover our costs and nothing more.

Prices of articles on our site are subject to possible changes without prior notice, before the article is ordered.

Promotional offers are valid as long as supplies last, or until the deadline.

3. Delivery

After your online order, the items will be shipped as soon as possible. We recommend you to choose a delivery address, where someone is present during office hours. This could be the address of a neighbour, a family member, your work, ...

ZEDD N.V. does the utmost to make sure that you receive your product in the lapse of time mentioned on the website. These delivery times however are merely informative and ZEDD N.V. cannot be held responsible for eventual delays.

Attention: If your order is spread over different deliveries, shipping costs will be added to each separate delivery.

The Belgian law related to commercial practices, states that the loss of an item in transit is the responsibility of the seller.

ZEDD N.V. sees to it that everything is carefully wrapped, before leaving the company. If, despite all our efforts, the items are damaged on arrival, please notify us within 48 hours after receipt of the package.

ZEDD N.V. has the right to refuse any demand that doesn't reach us within this period.

4. Payment

All payments must be executed in EURO.

All on-line payments take place in a safe environment using the latest security technology. For these payments we cooperate with Ogone, which is one of the leading players in the European payment services market. Ogone offers a highly reliable high tech solution and is independent from the banks and works alongside them.

To guarantee the safe environment, Ogone uses continuously adapted SSL-certificates.

Ogone integrated the PCI-certificates, granted by Visa and MasterCard and the TDC-certificates by American Express. They demand a 128 bits codation and a powerful coding technique. Ogone integrates a 3D Secure-Identification Procedure (Verified by Visa, MasterCard Secure code and JCB J/Secure) to offer you a larger protection against fraud. Ogone developed modules to protect the payment even more, to detect fraud and to store your data in a secure manner.

Please use the correct credit card number and expiry date. Wrong information can delay your order or make it impossible to execute. Credit card payments depend on the approval of the financial supplier of the card.

ZEDD N.V. cannot be held liable for any commission or loading by banks or clearinghouses.

The on-line check and reservation will be executed before your order is finalised. The credit card transaction will be carried out on the day your order is prepared for shipment.

All goods remain the property of ZEDD N.V. until they are entirely paid, including VAT and delivery costs.

Belgian law only applies. In case of a dispute court of judiciary territory Antwerp only have jurisdiction.

5. Return policy

The Belgian law related to commercial practices dated July 14, 1991, authorizes the consumer to notify the seller that (s)he renounces his/her purchase within 7 days following delivery or the conclusion of the contract.

You can return the goods, within 7 days following the delivery. Prior to returning goods to us, you must contact us. To deliver a better service in the future, we like to know the reason why you want to return the goods.

The unused, complete and originally sealed goods have to be returned within an acceptable period after receipt of this notification (e.g. 3 working days)

After a short check up of the returned articles, we will reimburse the goods or exchange them for a different article or size.

Articles that are bought on-line cannot be returned in one of the ZEDD N.V. shops. They must be sent back to under mentioned address:

ZEDD N.V. Returns

ZEDD N.V.
Sylvia Luyckxl
Bisschoppenhoflaan 82-84

21000 Hasselt
Belgium

For your own peace of mind, we recommend you to return the goods via a suitable carrier with tracking and signed delivery, in their original packing. We remind you the goods are your responsibility until we receive them. ZEDD N.V. cannot be held responsible for items lost or damaged in transit.

It is your responsibility to pay for all shipping costs involved in returning goods.

ZEDD N.V. can refuse the goods or not reimburse them, when they are used or damaged by the client. All goods must be returned in 'as new' saleable condition along with affixed labels or foils and branded packaging. We recommend you not to remove the labels or foils until you are sure you're not returning the goods.

6. Your Privacy

ZEDD N.V. respects and protects your privacy. We appreciate the trust you put in our company. All your personal data is treated with the greatest care and confidentially. We will never share any of the information about you with anybody else.

You have the right to check, correct or delete your personal data in our files.

7. Limited liabilities

ZEDD N.V. can not be held responsible for loss, damage or delays in delivery of the goods or for the non-execution of some responsibilities, mentioned in these terms and conditions, if these are the result of a strike, an occupation, riots, war, fire, supremacy, accidents, failure or shortage of ZEDD N.V. suppliers, restrictions imposed by the government, the non-approval of import or export certificates, subservience of the law, regulations, commands, or other reasons or conditions which influence the execution of these terms and conditions, or other circumstances beyond the control of ZEDD N.V..

If some definitions or phrasings in these terms prove to be invalid or not feasible for whatever reason, these phrasings or definitions will be practicable within legal terms. This influences the validity, legality and feasibility of the other definitions and phrasings, in no way.

ZEDD N.V. has the right to change these terms and conditions without prior notice.

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Consequently, the offers and products on our site are only meant for customers, living in the European Union.