

General terms and conditions

Article 1: Scope

1.1 These general terms and conditions (hereinafter: the general conditions) govern all online orders of the customer of OTTOLINE products.

1.2 By placing an order, the customer agrees to be bound by the general conditions.

Article 2. Offers

2.1 Products from the webstore are supplied by OTTOLINE, registered office address is at Roelofsstraat 100, 2596 VR, Den Haag. VAT number NL - 1864.97.027 B01, chamber of commerce number 51107384

2.2 Your submission of an order represents an offer to purchase the products indicated by you and it is not binding on OTTOLINE until we have notified you that an order is accepted. All advertisements and communications made by OTTOLINE until your order is accepted by us are invitations to trade only and are not offers. This means that if products are shown on the site but are not available or are incorrectly priced or otherwise incorrectly described, OTTOLINE shall not be obliged to sell you those products.

Article 3. Payments

3.1 The customer may pay either by with Ideal or with creditcard if possible

3.2 All payments must be made up front in accordance with the instructions given on the pages of the webstore.

Article 4. Shipping

4.1 Netherlands and Europe

Currently the webstore provides for orders shipped within The Netherlands. The shipping cost are calculated when you place your order.

4.2 Rest of the World

If you wish to order from outside the Netherlands, please send an email to ottoline@ottoline.nl indicating the item you are interested in and the country you are located in. We will reply as quickly as possible with the shipping rates.

Article 5. Delivery

5.1 When an order is confirmed by email to the customer the email will indicate a delivery date. Orders that can be filled straight from the stock usually take 2-5 days for The Netherlands and 5 – 10 days for Europe. Shipment will generally be realized through TNT Post.

5.2 The delivery period stated by OTTOLINE merely serves as an indication, and cannot consequently be considered as a strict delivery period.

OTTOLINE will inform the customer as soon as is possible in writing, by email or by telephone if the order cannot be delivered within the period stated

5.3 If the product cannot be delivered immediately from stock, OTTOLINE will inform customer.

Article 6. Return policy

6.1 All returns, whichever the reason for it, must be applied for within 7 days of purchase in order to obtain a refund.

6.2 We are unable to accept the return of goods that are printed to order or fabric and wallpaper which is cut to your specifications unless faulty.

Items will be refunded providing that the item is returned in the same condition as delivered with the original packaging intact and all tags attached.

If you wish to return all or part of your purchase you will need to send an email to ottoline@ottoline.nl stating which products you will be returning. Return the products to:

OTTOLINE

Customer Service

Roelofsstraat 100

2596 VR Den Haag

The Netherlands

6.3 You will take due care to ensure the items are returned in good condition and not damaged or lost in transit. We recommend sending by registered post and that proof of posting is retained.

6.4 Refunds are issued approximately two weeks after receipt of products to allow for inspection. We will not make refunds to a third party.

We will contact you in the event that we decide to reject your return request.

6.5 Post and package costs are not refundable unless the item is faulty. OTTOLINE is not responsible for return postage or packages that do not reach us .

Article 7 Price and Product Information

7.1 OTTOLINE has taken great care to ensure prices are accurate. Prices may change over time, The correct prices will be applied when you select an item from the shopping list and add it to your current basket.

7.2 Please note all prices on www.ottoline.nl are in Euro's ((EUR €).

7.3 We strongly advise customers outside the Netherlands to check currency exchange rates between EUR € and the local currency before placing an order.

7.4 Normally, prices on the Webstore are the same as the prices in catalogues or stores. However, prices may differ with a catalogue or a store. As a result, we cannot guarantee that all prices are the same. We reserve the right to amend prices throughout the life of a catalogue with prices being correct as of going to print. Store prices can only be met in the store where the products are offered.

7.5 Product measurements given are approximate.

7.6 While every effort is made to ensure the accuracy of colour reproduction, colours may vary depending on the settings of your monitor, software, or printer.

7.7 When ordering multiple rolls of wallpaper for a wall, it is required to only use rolls from the same batch in order to avoid small color differences between the rolls.

Article 8: Privacy

8.1 In placing an order, the customer grants OTTOLINE the right to use its personal details where necessary. These details will be kept only insofar as necessary to achieve the goals for which the details are obtained and processed by OTTOLINE, i.e. for performance of the contract, for marketing purposes and for maintaining contact with the customer.

8.2 The personal details supplied by a customer will not be passed to any third party for commercial purposes without the customer's express consent. The customer is entitled to inspect and amend these personal details.

Article 9 Intellectual property right and right to use

9.1 You acknowledge and agree that all copyright, trademarks and all other intellectual property rights in all material or content supplied as part of the webstore shall remain at all times vested in OTTOLINE or our licensors. You are permitted to use this material only as expressly authorised by us or our licensors.

9.2. You acknowledge and agree that the material and content contained within the webstore is made available for your personal non-commercial use only and that you may download such material and content onto only one computer hard drive for such purpose. Any other use of the material and content of the Webstore is strictly prohibited. You agree not to (and agree not to assist or facilitate any third party to) copy, reproduce, transmit, publish, display, distribute, commercially exploit or create derivative works of such material and content.

Article 10 Liability

10.1 In spite of the fact that OTTOLINE is very careful with respect to the correct and clear statement of prices, offers, and the proper description, requirements and quality of the products displayed on the webstore, OTTOLINE cannot be held liable for any possible errors, inaccuracies or inadequacies on its webstore and/or in its confirmation emails. OTTOLINE reserves the right to correct these errors, inaccuracies or inadequacies at all times.

10.2 OTTOLINE is not liable for any damages that may be incurred on the part of the customer due to the delay, incompleteness or omissions of orders – such as due to a (temporary) technical problem affecting the OTTOLINE Webstore, or between OTTOLINE and third parties, including the electronic payment system – unless and insofar as there is a case of intentional act of gross negligence on the part of OTTOLINE.

10.3 In any event, the OTTOLINE's liability for damages is at all times limited to no more than the purchase sum and any shipping costs that may be paid. OTTOLINE is under no circumstances liable for any consequential losses, losses due to delays, loss of profits or loss of sales incurred on the part of the customer.

Article 11 Governing Law

All contracts to which these general terms and conditions are subject, shall be interpreted according to Dutch law.

Queries Should you have any queries or comments concerning terms & conditions, please don't hesitate to contact:

OTTOLINE

Roelofsstraat 100

2596 VR Den Haag

Email address: ottoline@ottoline.nl