

# **General Sales Conditions Online**

The customer has to read the general conditions before making an internet order. Upon ordering the customer is asked explicitly to confirm that he accepts these conditions, if not he can't complete the order.

## **1. Identification of the seller**

Www.tdreefhuys.com is part of DiDEMCO BV  
Dreefstraat 47, 9400 Ninove, Belgium  
Tel. 0032 (0)54 335697  
Email: [info@tdreefhuys.com](mailto:info@tdreefhuys.com)  
Website: [www.tdreefhuys.com](http://www.tdreefhuys.com)  
BTW: BE1021.497.793

## **2. Generalities**

Only the current sales conditions are applicable to internet sales by DiDEMCO to end users. All other conditions are excluded. DiDEMCO may at any time make changes to these terms and conditions. On current contracts the conditions remain which were applicable at the time of the conclusion of the sale.

The agreement may be concluded in Dutch, French or English depending on the choice of the customer. All further data will be in one of these languages. The customer will not be able to rely on the fact that the chosen language is not sufficiently mastered to invoke the inapplicability of one or more conditions.

All offers, prices and images are subject to typing errors and / or color deviation.

Any dispute is subject to Belgian law. Only the courts of Dendermonde are authorized.

DiDEMCO delivers to private individuals and companies. Where mentioned, the provisions will only be applicable to purchases by a "consumer"; that is to say every natural person or legal person who carries out purchases on the website exclusively for non-professional purposes.

## **3. Formation of the internet sales**

The catalogue of products and their description to be found on [www.tdreefhuys.com](http://www.tdreefhuys.com) does not constitute an offer. Only upon receiving the confirmation e-mail the sale has been closed. DiDEMCO reserves the right to request additional information to the customer for safety and security reasons and reserves the right to refuse the order. Also orders showing that the purchaser intends to re-sell the products can invoke a refusal of the order by DiDEMCO.

## **4. Transfer of ownership**

Notwithstanding Article 1583 of the Civil Code, delivered or installed goods remain our exclusive

property until full payment of the invoice. Despite this reservation of title, the risk for loss or damage is transferred to the customer from the moment of reception of the goods.

## **5. Prices**

Our prices are mentioned in Euro, VAT included. Normal delivery or shipping costs are indicated, but may vary taking into account the information provided by the customer on his delivery. All deals remain valid for as long as they are included on the website. The indicated prices can always change. If an order is placed, the internet sales price that was applicable at the time of ordering is applicable.

## **6. Payment**

The customer can pay his order via:

- a. Bancontact - Mister cash
- b. Ideal of Sofort ; pay in a secured environment
- c. Classic bank transfer to our bank account
- d. Creditcard: Visa, Mastercard, Maestro, Amex
- e. PayPal

Only upon confirmation of the payment, the ordered goods will be delivered. The ordered goods will be reserved for the client during 7 days, after this period we can decide to cancel the order.

## **7. Delivery**

DiDEMCO sells from Belgium to clients worldwide.

The goods are normally delivered by a courier. For this, the customer pays a contribution. DiDEMCO uses Bpost and Postnl for the shipments. The costs are clearly indicated during the order process. Regardless of the method of delivery, the customer signs for receipt of the delivery. For safety and security, the courier may ask upon delivery for an identification, a confirmation email or the original invoice from the customer.

In case of absence of the client; the courier will leave a note in the mailbox mentioning the pick-up point of the package, clients can pick up the goods upon showing their ID. In case the client doesn't pick up the goods within a time frame of 15 days; the order will be canceled. The client will receive back the paid amount, deducted with the freight costs. The general terms and conditions of Bpost and Postnl are applicable.

Alternatively, the customer can also pick up the goods at the physical shop in Ninove during business hours, this is free of charge.

## **8. Delivery lead time**

DiDEMCO tries to deliver as soon as possible. The given delivery times are not binding, and are

used as an indication. If DiDEMCO is not able to deliver a certain product, DiDEMCO will inform the client asap.

For items that are in stock at the time of order and the order is received before 5pm, **â€™t Dreefhuys will arrange the delivery the same day after receipt of payment.**

For items that are not in stock at the time of order, DiDEMCO will confirm the customer via email the expected delivery dates as soon as it is known. Items should normally be delivered within max 21 working days. The confirmed delivery dates are not binding. If the delivery date has to be changed, the customer will be informed immediately via e-mail, and a new date will be communicated.

## **9. Right of withdrawal**

*This provision applies only to internet sales to consumers.*

According to the Law of 6 April 2010, the consumer has the right to notify the seller that he renounces the purchase without penalty and without giving any reason within 14 days from the day following the delivery of the product . This period should allow the customer to evaluate the product purchased "as in a shop window."

Will in no case be taken back:

- Used, installed, damaged or incomplete items;
- Items whose packaging (or part thereof) was opened so that they can no longer be sold as new;
- Fabrics, books, magazine and patterns

The customer who wishes to exercise this right shall contact DiDEMCO within 14 days by phone at +32 (0)54 335697 (from Tuesday to Saturday from 10h00 to 18h00).

Moreover, he must resend the goods within the same period in the original, undamaged packaging, along with all accessories, instructions and (a copy of) the invoice / delivery note at his expense and under its responsibility and return to: DiDEMCO, Dreefstraat 47, 9400 Ninove, Belgie.

Within 14 days after acceptance of the return DiDEMCO will return the sums paid, except for the costs of delivery.

## **10. Contact**

For complaints and comments relating to his order, the buyer can contact the seller by e-mail: [info@tdreefhuys.com](mailto:info@tdreefhuys.com) or by phone at +32 (0)54 335697.

Any complaint concerning visible damage to the packaging of the goods, needs to be formulated on the accompanying documents at the time of delivery by courier. Comments about damage and defects in the delivered product must always be formulated within 24 hours after delivery, by mail at [info@tdreefhuys.com](mailto:info@tdreefhuys.com). The general repair conditions apply.

## **11. Proof**

The parties accept electronic evidence (email back-up)

**These conditions are valid as from 01/04/2025**