

Ragbag® - General terms and conditions

1. Parties

The following terms and conditions are an integral part of all agreements, orders and transactions between Ragbag (supplier) and you (customer).

2. Agreement

An agreement with you is realized by sending the electronic order-form, and if you received an electronic confirmation (by e-mail).

3. Product prices and special offers

All prices are indicated in Euro's including VAT. Mailing costs are not included in the prices, except if this is stated explicitly. All special offers on this site are without obligations, and under the condition that they are in stock. All photos of the products represent an indication of the products. Ragbag products are handmade, and small differences with the pictures will always occur. Ragbag is not responsible for eventual consequences resulting from this differences.

4. Payments

Ragbag delivers the ordered goods only after receipt of your payment on our bank account:

Postbank

account number: 4526543

Att. Ragbag, Veemarkt 228, 1019 DG Amsterdam, The Netherlands.

IBAN: NL48 PSTB 0004526543

BIC: INGBNL2A

5. Shipment and delivery

Shipment and delivery of your goods is done by and under responsibility of Ragbag. If mailing costs are applicable to your shipment than this will be specified on the confirmation (e-mail).

6. Delivery time

After your order and receipt of your payment, the delivery time is (if available in stock) normally 2 to 5 days. If an article is not available, and a different delivery time is applicable, than you will be notified within two days. Delivery times are indicative and not a deadline.

7. Consignment

If the products are not meeting your expectations they can be returned within 14 days, on the customer's account, to the following address:

Ragbag, Veemarkt 228, 1019 DG Amsterdam, The Netherlands.

Returned products have to be in the original state of purchase. If not they will not be refunded. Returned goods in the original state will be refunded within 7 days to your bank account.

8. Reclamation

Ragbag is responsible for the quality of all delivered goods. If the products arrive with defects, they will be replaced or repaired.

9. Applicable law and designated court

The applicable law is Netherlands law under exclusion of UN purchase law. The designated court is the lower court of Amsterdam. If possible, disputes will be solved in mutual deliberation.