

## **Article 1. Applicability**

1.1 All offers, orders and agreements by or with Wigli (hereinafter: Wigli) are subject only to these General Sales Conditions (hereinafter: Conditions), to the exclusion of any other general terms and conditions. These Conditions have been filed with the Chamber of Commerce of Oost Nederland under number 30230067 and shall be made available free of charge on request.

1.2 Placing an order with Wigli.nl means accepting these Conditions.

1.3 Deviations from these Conditions are only valid if agreed upon in writing. In such event, all remaining provisions of these Conditions remain in force.

## **Article 2. Offers/agreements**

2.1 All offers made by Wigli are free of obligation. Wigli retains the right to adjust prices.

2.2 An agreement only becomes effective after Wigli has accepted your order. Wigli retains the right to refuse orders (giving reasons) or to attach particular conditions to delivery. If your order is not accepted, you will be notified thereof within ten (10) working days.

## **Article 3. Prices and payments**

3.1 All prices for the offered goods and services are listed in euros, inclusive of VAT and handling and shipping costs.

3.2 Shipping costs depend on the weight of the item and the destination.

3.3 Payment must be made prior to delivery and exclusively via iDeal.

## **Article 4. Delivery**

4.1 The delivery times listed on the website are indicative. You will receive your order with due speed and within no later than thirty (30) working days, unless indicated otherwise by Wigli. In the latter event, you will receive timely notification. This will entitle you to cancel the order without further charge, until the moment of delivery. Any failure to deliver within the delivery time does not entitle you to compensation.

4.2 Delivery is completed upon presenting the goods at the provided delivery address.

## **Article 5. Intellectual and industrial property rights**

5.1 All intellectual and industrial property rights attached to goods delivered by Wigli must be respected wholly and unconditionally.

## **Article 6. Complaints and liability**

6.1 Check the delivered items immediately upon receipt. You must report any defects to Wigli in writing and with reasons within two months after discovery.

6.2 Wigli offers a two-year warranty on our products. Did you buy your product through this website ([www.wiglichairs.com](http://www.wiglichairs.com)) and did it break down within two years of purchase? Then you are entitled to our warranty program. We will repair the product if. If the damage results from

improper use or malicious intent, Wigli will not repair or compensate damage.

*From February 15, 2016, consumers in the EU can also register complaints via the European Commission's ODR platform. You can find this ODR platform at <http://ec.europa.eu/odr>. If your complaint is not yet pending elsewhere, you can submit your complaint via the European Union platform.*

## **Article 7. Money back guarantee**

7.1 If the Wigli does not meet your expectations, you may return the Wigli undamaged up to 30 days after delivery. After correct receipt by Wigli, we will reimburse your purchase payment. The costs for the return shipment are for your account.

7.2 If the product is damaged or the packaging is more damaged than is necessary to try the product, we can pass on this depreciation of the product to you. So treat the product with care and make sure that it is well packaged when returning. Please use the packaging and protective materials that you received when you received the product.

For a further explanation about the return procedure, see

[https://www.wiglichairs.com/money\\_back\\_guarantee](https://www.wiglichairs.com/money_back_guarantee)

7.3 The purchase amount will be refunded by Wigli no later than fourteen days when the original payment obligation has been met.

See our [return form](#) for further instruction for returning your product.

## **Article 8. Orders / communication**

8.1 Wigli is not liable for misunderstandings, damage, delays or improper transmission of orders and communications as a result of the use of the internet or other means of communication between you and Wigli, or between Wigli and third parties, unless there is intent or gross negligence on the part of Wigli.

## **Article 9. Miscellaneous**

9.1 No rights may be derived from any lenient application of these Conditions by Wigli.

9.2 In the event that any of the provisions of these Conditions or of any other agreement with Wigli may prove invalid under any applicable legal requirement, the provision concerned shall be annulled and replaced by a new, comparable provision determined by Wigli.

9.3 Wigli is entitled to utilise third parties in executing your order.

9.4 Without prejudice to its remaining rights, in the event of force majeure Wigli is entitled to defer the execution of your order, or to dissolve the agreement without judicial intervention, by providing you with written notification thereof.

## **Article 10. Applicable law and competent judge**

10.1 These Conditions and all rights, obligations, orders and agreements to which these Conditions apply, shall be governed by Dutch law only.

10.2 All disputes between parties shall be brought before the competent judge in the Netherlands only.