

**Disclaimer:**

Always handle the products with care, or glass may break and cause injury, not suitable for children

General Terms and Conditions for Product Delivery from GLICERRR®

These general terms and conditions apply to all agreements between GLICERRR and the customer hereinafter: "Customer", concerning the delivery of products, both within the Netherlands and to foreign countries. By placing an order, the Customer agrees to these terms and conditions.

1. Definitions

- 1.1 **Supplier:** The company delivering the products.
- 1.2 **Customer:** The person or entity placing an order for products from the Supplier.
- 1.3 **Products:** The goods supplied by the Supplier to the Customer.

2. Applicability

- 2.1 These terms and conditions apply to all offers, quotes, and agreements related to the delivery of products by the Supplier, both within the Netherlands and to foreign countries.
- 2.2 Deviations from these terms are only valid if agreed upon in writing.

3. Order and Agreement

- 3.1 An agreement is formed once the Customer places an order, and the Supplier confirms the order, either in writing or through electronic communication.
- 3.2 The Supplier reserves the right to refuse an order, for example, in the case of incorrect information or unavailability of the product.

4. Prices and Payment

4.1 All prices are in euros (EUR), unless otherwise stated, and exclude VAT and other charges unless otherwise specified.

4.2 Payment must be made according to the following terms specified:

- a new customer pays upon ordering;
 - an existing customer pays 50% upon ordering and 50% after delivery;
- such as by bank transfer, credit card, or other payment methods.

4.3 For international deliveries, additional costs, such as customs duties or taxes, may apply and are the responsibility of the Customer.

5. Delivery

5.1 The products will be delivered to the address provided by the Customer.

5.2 Delivery times are indicative and are not strict deadlines, unless otherwise agreed upon in writing.

5.3 In the case of foreign deliveries, it is the responsibility of the Customer to ensure the correct customs and import procedures are followed.

6. Shipping and Risk

6.1 The risk of loss or damage to the products transfers to the Customer once the products have been delivered to the Customer or their representative.

6.2 Shipping of products to foreign countries may cause delays due to customs procedures or other factors beyond the Supplier's control.

7. Cancellation and Returns

7.1 The Customer has the right to cancel the order within 4 days of ordering the order.

7.2 The Customer is responsible for the cost of any return shipping unless otherwise agreed.

8. Warranty and Liability

8.1 The Supplier guarantees that the delivered products conform to the agreement and are free from manufacturing defects.

8.2 The Supplier's liability is limited to the value of the delivered product, unless there is intentional misconduct or gross negligence.

8.3 The Supplier confirms that all used materials comply to the DECLARATION OF CONFORMITY under: The GLICERRR; Personal Glass Icer / No: GEU2401-EDC

9. Intellectual Property

9.1 All intellectual property rights related to the products remain the property of the Supplier unless otherwise agreed upon in writing.

10. Privacy

10.1 The Supplier respects the privacy of the Customer and processes personal data in accordance with applicable laws, such as the General Data Protection Regulation (GDPR).

11. Sales conditions

11.1 The Customer may sell the products only to the consumers (groups) if so agreed upon, i.e. per country, region, section of profession or any other.

11.2 Supplier may not sell the products on an external source or platform such as a (inter)national webshop, without permission of the Supplier.

11.3 The Customer may only sell the products for the price within the price range set by the Supplier.

12. Governing Law and Disputes

12.1 These terms and conditions and the agreement are governed by Dutch law.

12.2 Disputes should, if possible, be resolved through mediation. If this is not successful, the competent courts in the Netherlands will handle the dispute.

13. Final Provisions

13.1 If any provision of these terms and conditions is found to be invalid or unenforceable, the validity of the remaining provisions will not be affected.

13.2 The Supplier reserves the right to amend these terms and conditions. Changes will take effect once published on the Supplier's website.

These general terms and conditions were created on 15-1-2025.

For more information, please contact us.

