

# General terms and conditions Deknudt Mirrors BV

Deknudt Mirrors BV

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[www.deknudtmirrors.com](http://www.deknudtmirrors.com)

## 1 When do our sales conditions apply?

These purchase terms apply to all offers and contracts relating to the sale and delivery of products by Deknudt Mirrors. It is only possible to deviate from these purchase terms if agreed in writing by Deknudt Mirrors.

## 2 Requirements to conclude a contract

You guarantee that the information you provide to Deknudt Mirrors in the request or order is accurate and complete.

## 3 How is a contract concluded with you?

After your order has been placed, Deknudt Mirrors will send you an order acknowledgement per email with an order number, details of the products you have purchased and details of any delivery services.

The sales contract is only final when you receive an e-mail from Deknudt Mirrors which confirms all order details.

All products will remain the property of Deknudt Mirrors until you have paid all amounts owing to us in full under any agreement, including the payment of costs, earlier or later deliveries or partial deliveries.

All orders submitted by you are subject to acceptance by Deknudt Mirrors. We may choose not to accept your order. Examples of when we may not accept your order are as follows:

- a) If we are unable to obtain authorisation of your payment
- b) If products are shown on the website but are not available
- c) If shipping restrictions may apply to a product
- d) If products shown on the website contain a manifest error such as being incorrectly priced or otherwise incorrectly described

## 4 Warranty, quality and maintenance of products

We grant:

7 years warranty on silvering and decoration.

2 years warranty on Outdoor mirrors and electronic parts.

Deknudt Mirrors accepts no liability for any direct or consequential loss.

Minor differences in colour and other variations in products are possible as a result of different image acquisition, display technologies or other technical reasons. Deknudt Mirrors is not liable for these variations and deviations. Deknudt Mirrors draws your attention to the cleaning, installation and maintenance instructions mentioned on the FAQ page ([www.deknudtmirrors.com](http://www.deknudtmirrors.com)). Please read them carefully before installing your mirror. Deknudt Mirrors is not liable for any damage resulting from incorrect handling of products, including handling contrary to these instructions.

## **5 Cancelling your order**

As soon as you received our order confirmation, it is not possible to cancel your order.

## **6 Price**

Deknudt Mirrors reserves the right to make price changes at any time.

Delivery charges apply for all orders to end consumers via the Deknudt Mirrors-webshop. An actual overview of this delivery cost per country can be found on the FAQ page on our website [www.deknudtmirrors.com](http://www.deknudtmirrors.com).

## **7 Payment**

The goods remain our entire property until full payment.

In case of complaints, the undisputed part of the invoice must be settled at normal due date.

In case of non-payment – even partial - at due date, the seller has the right to suspend the deliveries for outstanding or new orders until payment is fulfilled.

Postponing a payment must be requested before the due date of the invoice and must be explicitly agreed upon by Deknudt Mirrors.

In case of non-payment at due date, the amount due will be increased with 5%.

## **8 Methods of payment**

For all webshop payments from end consumers, we take payment from your card at the time an order is placed. Card detail and fraud checks will automatically be conducted. This involves checks on details provided during the order process including the address details. This may involve your details being passed to a 3rd party fraud checking company.

## **9 Delivery**

For all webshop orders from end consumers, Deknudt Mirrors will deliver to the address indicated by you. Deknudt Mirrors can only deliver to a home or office address, it is impossible to ship to PO boxes. Deliveries will be done on business days, not being a public holiday in your country or in the area in which our distribution centre is located.

Note that delivery periods are indicative and are therefore not regarded as strict deadlines. The mere fact that a delivery period is exceeded does not entitle you to compensation. Deknudt Mirrors is entitled to make split deliveries so that you receive your products as soon as possible. There are no additional costs associated with such split deliveries. If Deknudt Mirrors discovers prior to entering into the sales contract that it can no longer deliver the standards products ordered, we may offer you an equivalent product in terms of quality, price and function. You are not obliged to accept the replacement products. In case Deknudt Mirrors can no longer deliver your products after entering into the sales contract, Deknudt Mirrors will reimburse any payments made.

## 10 Complaints

B2B: please consult our “After sales policy” on the FAQ page of our website (“what if my mirror is damaged”): [F.A.Q. - Deknudt Mirrors](#)

### WEBSHOP ORDERS FROM END CONSUMERS:

All **complaints** have to be formulated per email within the legal period of 14 days after receipt of the goods. Returned products are inspected by Deknudt Mirrors and refunded or replaced if the damage is the result of a manufacturing defect or deviation from factory specifications. After physical receipt of the valid return, Deknudt Mirrors will reimburse the full purchase price paid by you.

In case of a **withdrawal** of the purchase, formulated per email within the legal period of 14 days, Deknudt Mirrors will reimburse the full purchase price. The return transport costs, which equals the originally invoiced transport costs, will be deducted from the reimbursement.

Refunds will be given in the same form of payment as the original purchase.

If a product is returned and Deknudt Mirrors believes that it has been damaged because of an act or omission for which you are to blame, Deknudt Mirrors will be entitled to deduct the decrease in value of the returned products from the amount to be repaid to you. You can avoid this by not using the products and by refraining from any actions that could negatively affect its value.

We do not refund products:

- (a) If the return falls outside of the legal period of 14 days after receipt of the goods
- (b) Not in its original packaging
- (c) Obtained from a source other than our website

- (d) Damaged by abuse or negligence (not following our cleaning and installation instructions, [see FAQ for more information](#))
- (e) Damaged by misuse or activities other than the intended purpose

## 11 Return guidelines

Due to the specificity of Deknudt Mirrors products, all returns will be handled and organized by Deknudt Mirrors. In order to organize a return, please send an email to [contact@deknudtmirrors.com](mailto:contact@deknudtmirrors.com). You will be contacted within 2 working days to handle the return. A specific procedure on how to handle the return will be emailed to you. It will contain the following specific steps

- a) Send an email to [contact@deknudtmirrors.com](mailto:contact@deknudtmirrors.com) with your original order confirmation or invoice attached.
- b) Deknudt Mirrors will confirm receipt of this email within 2 working days and have transport arranged.
- c) You will be contacted by either Deknudt Mirrors or the Transport company to make arrangements for pick up.
- d) Once the products have been picked up and inspected in the warehouse, Deknudt Mirrors will refund you. Please note that all elements mentioned in section 10 - Complaints – will apply.

## 12. Disputes

In case of disputes in connection with this contract or these invoices only the Courts of Justice of Kortrijk will be competent. Nevertheless, the seller reserves for himself the possibility to bring the case before the Court of the debtor's domicile.