

Terms of Vondel  
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## **Vondel**

The headquarters of Vondel is located at the address: Marnixstraat 206 in Amsterdam, email: [info@vondeldesign.com](mailto:info@vondeldesign.com) (contact is also possible via the contact page, the contact page can be found at <http://www.vondeldesign.com/contact-us/> . Vondel is registered in the Commercial Register of the Chamber of Commerce in Amsterdam, Chamber of Commerce number 59009772, Dutch VAT number NL075737358.B.01.

### **general**

By order indicates the buyer that the buyer with the delivery and / or payment of Vondel agrees. The purchaser of these conditions can be saved as pdf. Vondel has the right to change its terms and / or conditions after the expiry of the term. When a buyer receives products which have not ordered the buyer, the buyer must inform Vondel as soon as possible. The buyer is responsible for the return of these products. Vondel will reimburse the shipping cost for the return shipment to the buyer (or provides a return label at the expense of Vondel) and ensures the delivery of the ordered product. Inaccuracies of information given by Vondel to the purchaser must be reported immediately by the purchaser to Vondel.

### **Price**

The prices listed on the site include 21% VAT, unless stated otherwise.

### **Shipping costs**

Within the Netherlands, no shipping is included. For shipping outside the Netherlands different rates are applied .

### **secure payment**

Vondel offers various ways to pay electronically in a secure way:

- Credit card (Mastercard or Visa) during the ordering process, the buyer can enter their credit card number and expiration date. The buyer must ensure that exactly the name is taken as stated on the card. The payment is then authorized online, so the buyer knows immediately whether it is or is not approved.
- Paypal: With Paypal buyer can be both from his bank account, transfer their credit card or paypal account money.
- IDEAL for Dutch buyers, it is possible to pay via iDEAL. iDEAL was developed by the joint Dutch banks. It thus follows the familiar system of Internet banking and is an easy, fast and secure way of ordering online. In a few steps, the buyer can make a payment.

All payments are made via the secure payment Mollie, the data of the buyer are absolutely safe.

### **delivery**

Vondel will endeavor to deliver the ordered products within the offer specified number of days (or in accordance with the stated expected shipping) after order confirmation and the required receipt of

payment at the delivery address. The buyer is responsible for specifying the correct delivery address and the correct email address. A shipment goes missing due to an incorrect delivery address is for the account and risk of the buyer. To make delivery of an order, it may be that the buyer will be contacted to verify the accuracy of the order. This may in certain circumstances cause any delay in delivery.

If a product in defective condition is delivered to the buyer, the buyer must report this as soon as possible (within 24 hours) to the customer Vondel by email or via the contact page. Vondel then takes care of the proper handling of the complaint. The buyer must in case of a defective product received always contact Vondel by email or via the contact page and follow the instructions of Vondel concerning the handling of the complaint.

### **Liability**

Although Vondel does its utmost to respect the stated delivery times Vondel can not be held liable for any delay in delivery.

### **Term view**

Unless otherwise indicated, the buyer after receiving the order for a period of 14 days is entitled to rescind the contract and to return the order within the same time without giving reasons. The buyer also has the right to submit, within 14 days after receipt of the order, to Vondel that he wishes to cancel the purchase without having to furnish reasons and wish to return his order. Buyer from the moment he makes his wish known to return, 14 days to return the order.

If the buyer of the right of withdrawal would use it must unpack the product only to the extent of use to the extent necessary to assess whether the buyer wishes to keep the product. During this period, the buyer will handle the product and packaging. The buyer will be the product with all accessories and, to the extent possible, in the original condition and packaging to Vondel, according to the reasonable and clear return instructions indicated by Vondel. If the buyer wishes to exercise the right of withdrawal, the purchaser must return the product within 14 days of receipt, in accordance with the return instructions (as shown on the back of the packing slip) to return to Vondel. The buyer is responsible for the correct return in proper packaging. Vondel explicitly encourages the buyer to send a return by registered mail, insured and properly packaged. Buyer must send proof and bearing the word to keep the track & trace data (registered / insured) return, so that he can establish the liability of the carrier if the return missing or damaged or the receipt of the return is disputed.

The shipping costs associated with the product's return will be borne by the buyer. Upon termination within the said period will Vondel within 14 days after the order has been returned to reimburse the amount paid by the purchaser to the account with which the product has been paid.

### **warranty**

The "money-back guarantee" at Vondel guarantees that the delivered products meet the agreement and meet the specifications stated in the offer. Vondel pays shipped upon receipt of which, the full purchase price within 14 days if it appears that the products are different from the ordered products or undertake a recovery mission. Vondel guarantees that the meeting delivered products meet the requirements of usability, reliability and durability as intended by the parties to the contract are reasonably. There is a warranty of 12 months applied to the movement.

The guarantee does not apply if the defect is due to

- Inattention, or
- Intentional damage, or
- Carelessness.

Moreover, the warranty is void if other than Vondel have been committed without the consent of Vondel repairs or other work on the product.

If one has a defect within the specified warranty watch ordered at Vondel, the buyer can contact within the warranty period by the customer by email or via the contact page. If the Vondel buyer customer sends the instructions to send the watch returns to Vondel, buyer must follow these instructions.

### **Warranty covers the watch**

Unless explicitly stated otherwise in the product description on the website, the warranty on the watch includes the timepiece. Defects in crown, glass, tape, closure, discolorations or defects to other parts not covered under warranty, as this falls under wear damage, which is perceived as normal effect of usage. Unless otherwise indicated, the warranty is 12 months from the date of purchase.

### **Faulty quartz watch**

When a quartz watch does not work more than is often assumed that the defect concerns the battery. However, this is not visible from the outside and can only be determined when the watch is being investigated. Obviously Vondel can carry out the investigation themselves. In consultation with Vondel buyer can in some cases a third party carry out this study.

Concerns the failure of the battery, the battery is replaced at the expense of Vondel (if the battery within three months of purchase is defective or empty. The cost of replacing a battery (and / or testing for waterproofing) more than three months after purchase watch, be borne by the buyer. Depending on the facts and circumstances Vondel can in some cases take these costs themselves.

### **Wear Damage**

Each watch that is worn, has wear damage. This is caused by bumps and sometimes also by falling. A watch should be handled with care; a watch is not 'shock proof' or 'shock resistant' (unless explicitly stated). A watch that is fallen, is not used carefully. As a buyer sending the watch for repair, the employee will see the watch of receipt and in some cases, alerting buyer of serious harm before the watch is repaired or is forwarded to the supplier / manufacturer. Sometimes seem scratches on the face not visible and reveal it himself until the watch is cleaned or a glass is replaced.

### **Wear strap**

A watch is a commodity and the band carried a watch is to see this good. A watch band is exposed to moisture during use. Depending on the acidity of the perspiration of the user, a leather band will wear more quickly (and may even rupture), and a metal band discolor quickly. Wear a watch band as a result of normal use, therefore not covered by the warranty.

### **Water resistance**

A watch is not designed for swimming, other than as explicitly stated. A watch is only fully

waterproof when the waterproof to 5 ATM minimum guarantees. With a watch can not swim, however, with a water resistance of 5 ATM. With a watch 3 ATM waterproof, can swim and not such a watch is only splash-proof.

A water resistance of 5 ATM (50 meters) does not mean there can dive with the watch to a depth of 50 meters. A watch with a water resistance of 5 ATM must cope with a pressure of 5 bar. Someone swimming to the wateropvlakte with a watch on his / her wrist, set by the movement of the arm, the watch quickly exposed to a pressure which is higher than 5 bar. In general it is true that swimming with a watch (or sauna visit) is unwise. Exposure to moisture will shorten the useful life of a watch. Rain water, shower water (in combination with soap / shampoo), salt water or chlorinated have a negative effect on the rubber gaskets inside a wrist watch, a watch which should protect against moisture. Also, exposure to large temperature differences, for example by to swim in cold water followed by exposure to direct sunlight, is generally not good for a watch: gaskets are wet and then dry out quickly, in addition, the glass may crack. Wear of the gaskets eventually leads to the loss of water resistance of a watch. Leather tires will wear out quickly when exposed to moisture. Salt water, chlorinated water and soap have an even more adverse effect. If you have the battery replaced at your watch then advises Vondel to get tested again waterproof watch. In this case, not only to replace the battery, but will gaskets (if necessary) to be replaced and the watch is tested for water-tightness with the aid of special equipment.

The following meanings apply with respect to the water resistance of a watch as stated in ads Vondel.nl (at any differing explanations given to these abbreviations, no rights can be derived by third parties):

Water Resistant 1 ATM: the watch is protected against very limited exposure to moisture, such as sweat.

Water Resistant 3 ATM: the watch is protected against splash water, it is recommended not to wear the watch while washing hands. Unfit for showering, swimming or diving.

Water Resistant 5 ATM: the watch is resistant to be wet, the watch can withstand a shower (if fitted with a screw crown), but is not suitable for swimming or diving.

Water Resistant 10 ATM: suitable for swimming and snorkeling with (so the water surface). Not suitable for diving deep.

Water Resistant 20 ATM: suitable for dives in the sea or a lake. But not suitable for scuba diving.

Water Resistant 100 ATM: suitable for scuba diving.

The water resistance of a watch should certainly not be considered as an encouragement to expose the watch to water. In all cases, the water resistance of a watch is limited by incorrect use, as outlined above, or not fully tighten / closing the crown after the time and date display is adjusted. Like any defect, a moisture problem will by qualified repair department of Vondel be assessed, there is not a 100% certainty that a moisture problem can be fixed under warranty. A watch band - definitely a leather strap - will wear out faster if the watch is exposed to water (and in particular water shower with shampoo / soap, chlorine or salt water).

### **Warranty card, a delivery note / confirmation email**

Upon always watch for repair is a warranty card (if supplied by the manufacturer / supplier and therefore supplied by Vondel to the buyer) and the packing slip or be attached to the printed

confirmation email. The repair department of Vondel will, in consultation with the supplier / manufacturer, whether a defect is under warranty for repair. Does the repair under warranty then be charged no cost to the buyer.

## **Vondel Social Media**

Questions or comments about individual orders may make the buyer or user to the customer by e-mail or via the contact page. Social media pages such as the Vondel Facebook pages are not designed for and over because of privacy considerations are not suitable here. Vondel reserves the right to remove comments from the social media pages and to deny a user in case of misconduct access to their social media pages and / or web site.

## **Personal Information and Privacy**

The legal regulations concerning the protection of personal data, as stipulated in the Data Protection Act are observed by Vondel / Vondel will include data provided by the buyer in a file. These data will be used to implement the order of the buyer and will still be kept as long as needed for the treatment of any complaints arising from the execution of the order. To carry out the order or a repair is the Vondel authorized to provide the information the buyer to third parties who care commissioned by Vondel for the packaging and shipping of the order or for the repair. Vondel guarantees that all personal information is treated with the utmost care and that these factors, except for the purposes described above, will not be further transferred, sold or otherwise be made available to third parties.

## **Laws and regulations**

All legal relationships between Vondel and the buyer Dutch law applies regardless of the country from which the order is placed.

You can read the Terms and Conditions download store here and print it for your records.