

TERMS & CONDITIONS – Angels have Wings

APPLICABILITY

1. Our terms and conditions are applicable to every offer from ANGELS HAVE WINGS to you as customer.
2. Your order implies the agreement of our terms and conditions.
3. You receive a copy of our terms and conditions together with the confirmation of your order or at least with the delivery.

OFFER

1. The order is definitive from the moment you receive a confirmation notice from ANGELS HAVE WINGS and when ANGELS HAVE WINGS receives your payment.
2. We only accept transfers to our bank account.
3. If an offer is of limited duration (for example a promotion) or if certain conditions apply, it shall be explicitly stated in the offer.
4. ANGELS HAVE WINGS describes the products in a full and accurate manner. When in doubt about your size, we offer to help you with the necessary information to be found below the description of every item.
5. Obvious errors or mistakes in the offer cannot bind us.

CONTRACT

Payment implies the confirmation of the terms and conditions.

RETURN POLICY

1. During 14 days after the delivery, you have the right to decide not to keep the goods. You can send back your items without mentioning a reason. You bear the direct costs of the return delivery of the items.
2. All items must be returned in an unwashed, unused, unworn and unaltered condition. You are responsible for safely packaging your return so it is received undamaged during transit.
3. We can refuse repayment as long as we have not received the returned goods or until you have shown you have returned the goods, depending on which event occurs first. We don't refund duties, taxes or shipping charges.
4. During 2 days after delivery you have the right to return the goods when remarking a quality defect.
5. In order to exercise your right to return, you must send an email with picture & well-founded reason to: contact@angelshavewings.be.

DELIVERY

1. All goods and services are delivered on the address provided by you when ordering via the website. Please ensure that the city, country and post code/zip code are correct for the shipping address. We are not responsible for a false or incorrect address.
2. You will receive your order \pm 8 working days after reception of the amount due your payment. Delivery time does not include Saturdays, Sundays or holidays. In case of 'out of stock', you will receive a mail as soon as possible.
3. The Shipping costs depend on the country of delivery:
 - BeNeLux: € 6 for packages smaller than 10 kg
 - Rest of Europe: € 16 for packages smaller than 5 kg
 - Rest of the world: € on demand

4. All orders will be delivered from 9am-5pm, Monday to Friday.
5. BPost will take care of the deliveries. You can trace your order by e-Tracker. Packages are drop-off without signature.
6. The risk of loss and/or damage to products will be borne by ANGELS HAVE WINGS until the time of delivery to the Consumer. The risk and the burden of proof for the correct and timely exercise of the right to return fall on the Consumer.
7. ANGELS HAVE WINGS is not responsible for damage caused by a delayed delivery or a non-delivery by our shipping-agent, in that case our responsibility is limited by the value of the good proven not been received.

PRICE

1. Every product is shown including tax/vat. Shipment costs are mentioned above and appear automatically on the invoice.
2. The prices of the products and/or services provided shall not be raised during the validity period given in the offer, subject to changes in price due to changes in VAT rates.
3. The customer is bound by the price he/she accepted during the final step of the ordering process and which ANGELS HAVE WINGS confirmed in the confirmation email. Obvious mistakes in price setting by ANGELS HAVE WINGS can be corrected by ANGELS HAVE WINGS at all times, even after conclusion of the contract.

CONFORMITY AND GUARANTEE

1. As a customer, you have right to a statutory 1-month warranty on goods purchased from ANGELS HAVE WINGS if this good is not in accordance with the placed order. During this period and within the legal limits, we provide for the free replacement or repair of goods showing a defect covered by the statutory warranty.
2. When repair or replacement is disproportionate or impossible, you can ask for a price reduction or the dissolution of the agreement.
3. The following washing prescriptions count for our goods:
 - Machine wash 30° or hand wash
 - Trumble dry on low temperatures
 - Wash inside out
 - Use mild detergent
 - Do NOT iron on print
 - Avoid chlorine bleach
4. We never guarantee for defects caused by accidents, not following the washing prescriptions, incorrect use, ...

FORCE MAJEUR

1. ANGELS HAVE WINGS may in case of force majeure suspend the execution of its obligations for the duration of the force majeure or repudiate the agreement.
2. Force majeure is every circumstance outside our will or control that prevent, fully or partly, the fulfilment of our obligations. Examples of force majeure are: strikes, work interruptions, fire, delays in transport from our supplier, interruptions in a (communication-)network, connections or communication system, the non-availability of our website.

INTELLECTUAL PROPERTY

1. Our website, logo, texts, pictures, names and our general communication are protected by intellectual protection rights.

2. It is prohibited to copy or reproduce pictures, names, logos or color combinations without our prior and explicit consent.

COMPLAINTS PROCEDURE AND DISPUTES

1. We do hope that all our customers are always 100% satisfied. If nevertheless you would have complaints concerning our services, please do not hesitate to contact us at info@angelshavewings.be.

2. We will do the utmost to deal with your complaint within 3 days.

3. All agreements concluded with ANGELS HAVE WINGS are subject to Belgian law, regardless the defendant's domicile. Any dispute shall fall under the exclusive competence of the Belgian courts. However, when a dispute, due to international law is subjected to another law, there shall be referred firstly to the Belgian law regarding market practices and consumer protection.

RESPONSIBLE

ANGELS HAVE WINGS – JOY bvba
DAUWSTRAAT 30, B - 9190 STEKENE

Email address: contact@angelshavewings.be
Number of Enterprise under Belgian law: 0459.222.546
VAT-number: BE 0459.222.546