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Article 1 - Definitions

The following definitions apply in these terms and conditions:

Cooling-off period: the period within which the consumer can make use of his right of withdrawal;

Consumer: the natural person who does not act in the exercise of a profession or business and who enters into a distance contract with the entrepreneur;

Day: calendar day;

Duration transaction: a distance agreement with regard to a series of products and / or services, the delivery and / or purchase obligation of which is spread over time;

Sustainable data carrier: any means that enables the consumer or entrepreneur to store information that is addressed to him personally in a way that allows future consultation and unaltered reproduction of the stored information.

Right of withdrawal: the possibility for the consumer to cancel the distance agreement within the cooling-off period;

Entrepreneur: the natural or legal person who offers products and / or services to consumers at a distance;

Distance agreement: an agreement whereby within the framework of a system organized by the entrepreneur for distance selling of products and / or services, until the conclusion of the agreement use is made exclusively of one or more techniques for distance communication;

Technology for distance communication: means that can be used to conclude an agreement, without the consumer and trader being in the same place at the same time.

Article 2 - Identity of the entrepreneur

BestBlind is a trade name of:
Trading company HOGP V.O.F.
Vlier 1, 3171 PT Poortugaal
Telephone number: +31620599579 or
+31637243716
Email: info@BestBlind.eu
Chamber of Commerce number:
60025069
VAT identification number:
NL853736054B01.

Article 3 - Applicability

These general terms and conditions apply to every offer from the entrepreneur and to every distance contract concluded between the entrepreneur and the consumer.

Before the distance agreement is concluded, the text of these general terms and conditions is made available to the consumer. If this is not reasonably possible, before the distance agreement is concluded, it will be indicated that the general terms and conditions can be viewed at the entrepreneur and they will be sent free of charge as soon as possible at the request of the consumer.

If the distance contract is concluded electronically, contrary to the previous paragraph and before the distance contract is concluded, the text of these general terms and conditions may be made available to the consumer electronically in such a way that the consumer can be stored in a simple way on a durable data carrier. If this is not reasonably possible, it will be indicated before

the distance contract is concluded where the general terms and conditions can be read electronically and that they will be sent free of charge electronically or otherwise at the request of the consumer.

In the event that specific product or service conditions apply in addition to these general terms and conditions, the second and third paragraphs apply mutatis mutandis and in the event of conflicting general terms and conditions the consumer can always invoke the applicable provision that is most favorable to him is.

Article 4 - The offer

If an offer has a limited duration or is subject to conditions, this will be explicitly stated in the offer.

The offer contains a complete and accurate description of the products and / or services offered. The description is sufficiently detailed to enable a proper assessment of the offer by the consumer. If the entrepreneur uses images, these are a true representation of the products and / or services offered. Obvious mistakes or errors in the offer do not bind the entrepreneur.

Each offer contains such information that it is clear to the consumer what rights and obligations are attached to accepting the offer. This concerns in particular:

- the price including taxes;
- the possible costs of delivery;
- the manner in which the agreement will be concluded and which actions

are required for this;

- whether or not the right of withdrawal is applicable;
- the method of payment, delivery and implementation of the agreement;
- the period for accepting the offer, or the period within which the entrepreneur guarantees the price;
- the level of the rate for distance communication if the costs of using the technique for distance communication are calculated on a basis other than the regular basic rate for the means of communication used;
- whether the agreement will be archived after its conclusion, and if so, how this can be accessed by the consumer;
- the way in which the consumer, before concluding the agreement, can check the data provided by him in the context of the agreement and, if desired, restore it;
- any other languages in which, in addition to Dutch, the agreement can be concluded;
- the codes of conduct to which the entrepreneur is subject and the manner in which
- the consumer can consult these codes of conduct electronically;
- and the minimum duration of the distance agreement in the event of an extended transaction.

Article 5 - The agreement

The agreement is subject to the provisions of paragraph 4, concluded at the time the consumer accepts the offer and meets the corresponding conditions.

If the consumer has accepted the offer electronically, the entrepreneur will immediately confirm receipt of the acceptance of the offer electronically. As long as the entrepreneur has not confirmed receipt of this acceptance, the consumer can terminate the agreement.

If the agreement is concluded electronically, the entrepreneur will take appropriate technical and organizational measures to secure the electronic transfer of data and he will ensure a safe web environment. If the consumer can pay electronically, the entrepreneur will take appropriate security measures.

The entrepreneur can - within the law - inform himself if the consumer can meet his payment obligations, as well as all those facts and factors that are important for a sound conclusion of the distance agreement. If on the basis of this investigation the entrepreneur has good reasons not to enter into the agreement, he is entitled to refuse an order or request or to attach special conditions to the implementation.

The entrepreneur will send the following information with the product or service, in writing or in such a way that it can be stored by the consumer in an accessible manner on a durable medium:

the visiting address of the establishment of the entrepreneur where the consumer can go with complaints;

b. the conditions under which and the way in which the consumer can exercise the right of withdrawal, or a clear statement regarding the exclusion of the right of withdrawal;

c. the information about guarantees and existing service after purchase;

d. the information included in article 4 paragraph 3 of these terms and conditions, unless the trader has already provided this information to the consumer prior to the execution of the agreement;

e. the requirements for canceling the agreement if the agreement has a duration of more than one year or is of indefinite duration.

In the case of an extended transaction, the provision in the previous paragraph applies only to the first delivery.

Article 6 - Right of withdrawal

When delivering products:

When purchasing products, the consumer has the option of dissolving the contract for 14 days without giving any reason. This cooling-off period starts on the day following receipt of the product by the consumer or a representative designated in advance by the consumer and announced to the entrepreneur.

During the cooling-off period, the consumer will handle the product and the packaging with care. He will only unpack or use the product to the extent necessary to assess whether

he wishes to keep the product. If he exercises his right of withdrawal, he will return the product with all accessories supplied and - if reasonably possible - in the original condition and packaging to the entrepreneur, in accordance with the reasonable and clear instructions provided by the entrepreneur.

Upon delivery of services:

Upon delivery of services, the consumer has the option to dissolve the agreement without giving any reason for at least fourteen days, starting on the day of entering into the agreement.

To make use of his right of withdrawal, the consumer must comply with the reasonable and clear instructions provided by the entrepreneur with the offer and / or at the latest upon delivery.

Article 7 - Costs in case of withdrawal

If the consumer makes use of his right of withdrawal, the costs of the return shipment will be borne at most.

If the consumer has paid an amount, the entrepreneur will refund this amount as soon as possible, but no later than 30 days after the return or cancellation.

Article 8 - Exclusion of the right of withdrawal

The entrepreneur can exclude the consumer's right of withdrawal to the extent provided for in paragraphs 2 and 3. The exclusion of the right of withdrawal only applies if the entrepreneur has clearly stated this in the offer, at least in time for the conclusion of the agreement.

Exclusion of the right of withdrawal is only possible for products:

- a. that were established by the entrepreneur in accordance with the consumer's specifications;
- b. that are clearly personal in nature;
- c. that cannot be returned due to their nature;
- d. that can spoil or age quickly;
- e. whose price depends on fluctuations in the financial market over which the entrepreneur has no influence;
- f. for individual newspapers and magazines;
- g. for audio and video recordings and computer software of which the consumer has broken the seal.

Exclusion of the right of withdrawal is only possible for services:

concerning accommodation, transport, restaurant business or leisure activities to be carried out on a certain date or during a certain period;

b. whose delivery has begun with the express consent of the consumer before the cooling-off period has expired;

c. concerning bets and lotteries.

Article 9 - The price

During the validity period stated in the offer, the prices of the products and / or services offered are not increased, except for price changes due to changes in VAT rates.

Contrary to the previous paragraph, the entrepreneur can offer products or services with variable prices that are subject to fluctuations in the financial market and over which the entrepreneur has no influence. This link to fluctuations and the fact that any stated prices are target prices are stated in the offer.

Price increases within 3 months after the conclusion of the agreement are only permitted if they are the result of statutory regulations or provisions.

Price increases from 3 months after the conclusion of the agreement are only permitted if the entrepreneur has stipulated this and:

- a. they are the result of statutory regulations or provisions; or
- b. the consumer has the authority to cancel the agreement with effect from the day on which the price increase takes effect.

The prices stated in the range of products or services include VAT.

Article 10 - Conformity and Warranty

1) The entrepreneur guarantees that the products and / or services comply with the agreement, the specifications stated in the offer, the reasonable requirements of reliability and / or usability and the legal provisions existing on the date of the conclusion of the agreement provisions and / or government regulations. If agreed, the entrepreneur also guarantees that the product is suitable for other than normal use.

2) A guarantee provided by the entrepreneur, manufacturer or importer does not affect the legal rights and claims that the consumer can assert against the entrepreneur on the basis of the agreement.

3) Unless stated otherwise, the contractor grants a warranty against material and / or construction defects of delivered goods for one year after the delivery date, provided that the client has complied with the treatment provided, use and processing instructions, as well as requirements for professional processing and normal use and application. , all this, if desired, to be demonstrated by the client to the satisfaction of the contractor. The guarantee limits visibility at all times solely to the delivery of replacement parts, after the defective part has been returned by the client. If the goods are located outside the Netherlands, the shipping costs for parts to be delivered will be borne by the client.

4) The contractor's liability can never be the invoice amount of the delivered

good, and is limited to repairing a defective good free of charge or replacing it in whole or in part, such at the discretion of the contractor.

5) The contractor cannot be held liable for any damage whatsoever on the part of the client or third parties arising in connection with goods and / or services supplied by the contractor.

6) If goods have been installed by or on behalf of the contractor, the guarantee is also limited to supplying the replacement parts, after these have been returned by the client to the contractor. If, within 5 working days after installation, it appears that it has not been properly carried out, the contractor will rectify this or pay fair compensation to the client for this.

7) A guarantee on the goods and / or work delivered by the contractor will only be granted if and insofar as it has been provided in writing by the contractor and will never extend beyond the guarantee as provided by the producer, importer or supplier of the raw materials and materials is given. The guarantee is only granted for possible errors and / or defects in the composition of the materials and products manufactured by the contractor, or in works carried out by the contractor, and only extends to the replacement of the defective goods free of charge, or the free re-export. of unsound work.

8) The guarantee expires if the goods supplied by the contractor have been handled and / or processed improperly. If the guarantee relates to work carried out by the contractor, the guarantee will lapse if the facilities and / or quality of the materials to be processed are unsuitable or less suitable, as well as in the event of improper use.

9) The client is at all times responsible for the final assessment of whether the mounting or mounting locations for work to be carried out are suitable for the assembly of products to be delivered and / or installed by the contractor, regardless of any advice or assessments given by the contractor.

10) No warranty is provided for malfunctions and / or defects that are the result of normal wear and tear, incorrect and / or improper use, improper installation and maintenance that is not carried out correctly or on time.

11) Folding folds and pinstripes, which arise during the processing of sun protection fabrics, as well as waffle or herringbone patterns in the vicinity of seams and seams of sun protection fabric, belong to normal product properties and can never lead to complaints.

12) Warranty periods per product:

- All products supplied by BestBlind have a warranty period of 2 years.

13) The other party cannot invoke the guarantee described in this article if it has (repaired) work performed on the

delivered Products without the permission of BestBlind.

Article 11 - Delivery and implementation

The delivery time specified by BestBlind in the context of an Agreement always concerns an indication and is therefore never a strict deadline, unless the Parties have expressly determined otherwise in writing.

Exceeding the agreed delivery time does not in any case entitle you to compensation.

BestBlind will take the greatest possible care when receiving and implementing orders for products and when assessing requests for the provision of services.

The place of delivery is the address that the consumer has made known to the company.

If delivery of an ordered product appears to be impossible, BestBlind will endeavor to make a replacement item available. BestBlind will state in a clear and comprehensible manner that a replacement item is delivered. For replacement items right of withdrawal can not be excluded. The costs of a possible return shipment are at the expense of the entrepreneur.

The delivery of products takes place exclusively up to the ground floor up to the front door.

Article 12 - Duration transactions: duration, cancellation and extension

Cancellation

1. The consumer can at all times cancel an agreement that has been entered into for an indefinite period and that extends to the regular delivery of products (including electricity) or services with due observance of the agreed termination rules and a cancellation period of one month at most.
2. The consumer can the agreements mentioned in the previous paragraphs:
 - cancel at any time and are not limited to cancellation at a specific time or during a specific period;
 - cancel at least in the same way as they are entered into by him;
 - always cancel with the same cancellation period as the entrepreneur has stipulated for himself.

Extension

3. An agreement that has been entered into for a definite period of time and that extends to the regular delivery of products (including electricity) or services may not be tacitly renewed or renewed for a specific duration.
4. Contrary to the previous paragraph, an agreement that has been entered into for a definite period of time and that extends to

the regular delivery of daily news and weekly newspapers and magazines may be tacitly renewed for a specific duration of a maximum of three months, if the consumer extended this can terminate the agreement by the end of the extension with a notice period of at most one month.

5. An agreement that has been entered into for a definite period and that extends to the regular delivery of products or services may only be tacitly renewed for an indefinite period if the consumer may cancel at any time with a notice period of at most one month and a notice period of a maximum of three months if the agreement extends to the regular, but less than once a month, delivery of daily, news and weekly newspapers and magazines.

6. Agreements with a limited duration for the regular introduction of daily newspapers, news and weekly newspapers and magazines (trial or introductory subscription) will not be tacitly continued and will end automatically after the trial or introductory period.

Expensive

7. If an agreement has a duration of more than one year, the consumer may cancel the agreement at any time after one year with a cancellation period of at most one month, unless reasonableness and fairness are opposed to cancellation before the end of the agreed duration. resist.

Article 13 - Payment

Unless otherwise agreed, the amounts owed by the consumer must be paid within 14 days after the commencement of the reflection period as referred to in article 6 paragraph 1. In the case of an agreement to provide a service, this period commences after the consumer has received the confirmation of the agreement.

When selling products to consumers, general terms and conditions may never stipulate an advance payment of more than 50%. Articles as referred to in Article 8, paragraph 2a are excluded from this. When an advance payment is stipulated, the consumer cannot assert any rights regarding the execution of the relevant order or service (s), before the advance payment has been made.

The consumer has the duty to immediately report inaccuracies in payment data provided or specified to the entrepreneur.

In the event of non-payment on the part of the consumer, the entrepreneur has the right, subject to legal restrictions, to charge the consumer reasonable costs incurred in advance.

Article 14 - Complaints

The entrepreneur has a well-publicized complaints and deals with complaints under this procedure.

Complaints about the implementation of the agreement must be submitted promptly, fully

and clearly described to the entrepreneur, after the consumer has found the defects.

Complaints submitted to the entrepreneur will be answered within a period of 14 days from the date of receipt. If a complaint requires a foreseeable longer processing time, the entrepreneur will respond within a period of 14 days with a message of receipt and an indication when the consumer can expect a more detailed answer.

If the complaint cannot be resolved in mutual consultation, a dispute arises that is subject to the dispute settlement procedure.

Article 15 - Disputes

1. Dutch law applies exclusively to agreements between the entrepreneur and the consumer to which these general terms and conditions apply.

Article 16 - Additional or different provisions

Additional or deviating provisions from these general terms and conditions may not be to the detriment of the consumer and must be recorded in writing or in such a way that they can be stored in an accessible manner on a durable medium.