

Terms & Conditions

This website is owned by Joost Tibosch. If you have any questions about the website or these terms and conditions, or in the unlikely event that you have any complaints about any products purchased by you from the website, you can contact us by email at info@joosttibosch.com

Orders

By placing an order you agree to and accept the terms and conditions. If you are unhappy with or unclear about any aspect of these terms, please contact our customer service before placing an order. By placing an order, you are making an offer to Joost Tibosch to purchase the goods detailed in your order upon the terms.

Once you have placed an order for goods, we will send you confirmation that your order has been received. This is not a confirmation that your offer to purchase the goods has been accepted. A contract between you and Joost Tibosch for the sale and delivery of the goods will only exist once an order has been accepted, processed and dispatched to you. We will take payment from your credit/debit/PayPal account at the time you place your order for any made to order items. This does not affect your legal rights. Orders are sent by us as soon as possible. Prices and availability of goods are subject to change without notice.

Delivery

After your order, we will post the package within three working days. Delivery is provided by Postnl. Delivery timescales are indicative only. We will do our very best to deliver your order within the estimated time of delivery.

We take every care to ensure that the description and specification of our products are correct. However, specifications and descriptions of products on this website are not intended to be binding and are intended only to give a general description of the products. Occasionally, an item will be out of stock. If this is the case and we expect more stock to become available, this will be highlighted in your shopping basket.

You have a legal right to change your mind and cancel your order within 14 days of receipt and receive a refund of all charges for the cancelled goods. This does not include the delivery fees. You will need to return the item by post. Parcels returned by post are returned at your own cost.

Our returns policy

If you are not entirely happy with the goods that you have chosen you may return them to us within 14 days of receipt in accordance with our returns policy. Our returns policy applies in addition to your legal right to cancel above and does not affect your legal rights in respect of faulty or wrongly described products.

If you return any products in accordance with our returns policy, we will be happy to offer you an exchange or, if you wish, a refund provided that the products are returned complete, in perfect condition, unused and with the original packaging. Items can be returned outside this period if they are found to be faulty but please take extra care to read any specific care instructions provided with your purchase. Return of an item is at your own cost unless the item is faulty. For further details please visit our returns page.

Prices

All prices quoted on this website are accurate at the time of publication, are quoted in euros and where appropriate are inclusive of Dutch sales tax (VAT) at the current rate. If your order is being dispatched to a destination outside the European Union (EU) then your sales tax will be zero. If your order is being sent to a member state of the EU then the selling price will include VAT. You will be responsible for the payment of any customs or import duties levied once the package reaches your destination country.