

Terms and conditions online sales Kouki.be

1. The seller

Kouki Candles is a brand name of Appricorn Comm.V., located at Bosstraat 198, 3500 Hasselt, Belgium, a company registered with Belgian enterprise number 0502.626.086.
E-mail: kouki.candles@gmail.com
Phone: 0032 485 30 85 83

2. Application

By confirming the online order, the customer agrees with these terms and conditions.

3. Pricing

3.1.

All prices are in euros, exclude shipping costs, and are subject to change. All prices are per piece, unless indicated differently.

Kouki Candles cannot be forced to sell against prices that are evidently incorrect, for example following an erroneous database entry or printing error.

3.2.

Shipping costs are calculated based on weight and Belgian Bpost's official pricing.

4. Ordering

After an order, the customer receives an email summarizing the total costs including shipping. In the instance where an article should mistakenly not be in stock anymore, possibly due to an error in our stock keeping systems, the customer will receive a message within the next working days. All communicated product, pricing and detailed order information are condition to possible modifications or corrections.

5. Payment

Full payment is mandatory before an order can be processed. All payment options are visible during the checkout process.

If using a non-instant payment method such as bank transfer, orders are reserved for 14 days. After that, an order can be canceled by us and the articles will again be offered for sale. Keep into account that it can take a few working days until the payment arrives on our bank account.

Your bank shouldn't charge any costs for a European (SEPA) transfer. Please contact your bank for confirmation, if unsure.

6. Shipping

We offer the parcel to the Belgian Bpost courier within 3 days after payment. Shipments within Belgium take about 1 day to arrive. It can take up to 5 days for shipments to the Netherlands. If at the time of delivery nobody is present to accept the delivery, the courier will offer alternative solutions. In Belgium, for example, you will be able to get the parcel from a nearby parcel shop. Incorrectly entered addresses are the responsibility of the buyer and can lead to extra costs. In case shipment takes longer than the aforementioned period,

customers do not have the right to damage claims, dissolution of the buying agreement, or non-fulfilling of any other obligations that result from the buying agreement.

7. Returns & renunciation

We aim to provide the buyer with a perfect product. Should the delivered article however not fulfill your expectations, then you can notify us within 14 working days. You can find our contact details at the top of this document, and also on the website. If Kouki Candles doesn't receive any notification within 14 working days, it is supposed that Kouki Candles has fulfilled all its duties.

Customers have the right to renunciation (legal conditions related to the sale from distance, included in the Law of 14 July 1991), without having to pay any fines or having to give any motif, within 14 working days following the day of the delivery. If you wish to invoke this possibility, you have to send back the goods withing 5 working days at your own risk and own expenses to Appricorn Comm.V, Arnould Nobelstraat 28-502, 3000 Leuven, Belgium. Working days are all calendar days excluding Sundays and official holidays.

The paid amount will be refunded within 15 working days of us receiving the returned goods. This warranty is void when:

- a) The returned product is not in its original packaging
- b) You are yourself responsible for damages to the returned product
- c) You have tried yourself to fix any damages
- d) You haven't followed the user instructions

8. Liability

The articles we sell are displayed and described on the website as precisely as we can. We cannot be held responsible for any errors or mistakes. Colors on pictures can slightly differ from reality. Appricorn Comm.V and Kouki Candles cannot be held responsible for any damages resulting from the use of products offered on our website.

9. Privacy and personal details

All personal details collected during the order process are exclusively used for processing the order and will never be willingly shared with third parties, with the exception of those parties involved in the processing of the order (for example, the courier).

10. Applicable law and competent court

All rights, obligations, offers, orders and agreements to which these terms and conditions are applicable, including the terms and conditions themselves, are exclusively subject to the Belgian law. All disputes between parties will thus be submitted to the Belgian competent court.

11. Property right

Kouki Candles remains the complete owner of a sold article until the moment at which the buying price is completely met.

12. Miscellaneous

By ordering, you declare to be at least 18 years of age and to be responsible for your act of purchase.

All parties involved in the sale accept electronic proof (emails, electronic entries, backups, ...).

If one article in these terms and conditions is declared void, its invalidity will not affect the validity of the other articles.