

## **Verzending en voorwaarden**

- 1. Meestal worden de bestellingen dezelfde dag al verstuurd, in ieder geval de volgende dag. Boven €20 betaal je geen verzendkosten.**
- 2. Spijt van de bestelling? Stuur het product binnen 2 weken terug, maar laat het ons wel eerst per mail weten [info@haverproducties.nl](mailto:info@haverproducties.nl). Per omgaande krijg je je geld terug. Je betaalt zelf de portokosten voor de retourzending.**
- 3. Is er iets met een boek of een ander product uit onze webshop? Stuur een mail en we lossen het voor je op. Alle verzendkosten zijn voor onze rekening.**
- 4. Garantie? Jazeker. Onze garantie gaat ver, maar houd het redelijk.**

.....

Shopping, Shipping & Returns

Thanks for shopping at Haver Producties / Frank and Co!

You have the right to exchange or receive a full refund on the items you have purchased within 14 days of their delivery.

Exchanges and refunds are issued providing that the garment/product has not been used and is not damaged. Please see the detailed information regarding returns below.

Questions? We are here to help. Get in touch with us: [info@haverproducties.nl](mailto:info@haverproducties.nl)

### SHOPPING

In terms of payment, we accept Paypal, credit card, Apple Pay and iDeal.

Making purchases in our webshop is secure (SSL). We use state of the art technology to keep your information safe. For details on our security measures, please see terms and conditions. Prices are stated in EURO, except on the Frankandco.nl webshop, where you find the book Frank and Co in US Dollars, US citizens only!

EU Countries:

Haverproducties.nl and Frankandco.nl is a trademark of Tulpvisie Media registered (Chamber of Commerce 62076256), and operate out of the Netherlands, under Dutch law. To be able to ship products DDP (Delivered Duty Paid) to a private person within the EU, Haver Producties and Frank and Co is also registered as a VAT (sales tax) applicable company in the Netherlands (VAT NL002151630B95). Therefore all shipments to our EU customers will be automatically invoiced with the Dutch sales tax of 9% on books and 21% on other products, included in the price. The sales tax may most likely not be refundable or deductible in your country, local exceptions may apply.

### SHIPPING

We will ship your order as fast as we can, normally within 24 hours of placing your order. Shipping rates are clearly stated on our website during the checkout process.

## EU Citizens

We ship to EU countries using Post NL /DHL. Normal delivery time is 2 business days for the Netherlands and 5-8 days for the rest of Europe. The price listed in the webshop are the price you will pay excl freight. Haver Producties/ Frank and Co and Post NL / DHL will handle all customs related matters for you.

## RETURNS

You have the right to exchange or receive a full refund on the items you have purchased within 14 days of their delivery. Exchanges and refunds are issued providing the garment/product has not been used and is not damaged. Refunds will be paid to your bank account and normally take 1 week before your account is credited. You are responsible for the return shipping costs. For our warranty info, please see below.

How to return or exchange an item:

Write a short note where you tell us the reason for your return. Send us the product(s) you want to return, together with the short note to the following address:

Tulpvisie Media  
Holterweg 92  
7001 EN Doetinchem  
the Netherlands

Please feel free to contact us ([info@haverproducties.nl](mailto:info@haverproducties.nl)) with any questions you may have. We are here to help!

## WARRANTY INFORMATION

Our simple mission is to make the best products/books possible. We always seek to use the most advanced materials, technology and production methods. Haver Producties/Frank and Co warrants all products to be free of defects in material or workmanship for a period of one (1) year from the date of purchase.

If a product fails due to defects in craftsmanship or materials, within the warranty period, we will repair or replace the product free of charge. Be aware that this warranty is limited to the original purchaser only. For detailed information please see the guidelines below and/or the product specification following the product. If you have any questions regarding our services or guarantees, please feel free to contact us by e-mail at [info@haverproducties.nl](mailto:info@haverproducties.nl).

The Warranty Process:

Before returning any product, you must contact Haver Producties by e-mail to obtain a return authorization.

Arrange and pay shipping the product to Haver Producties. We will ship back to you free of charge! Ensure that the returned product is clean and dry before shipping. Dirty and/or foul smelling garments will be returned unprocessed or may delay the process with an additional surcharge. Remember to include a note with your name, address and phone number AND, make sure to include a short statement explaining the warranty problem.

Important note:

Damage due to wear and tear, misuse or neglect is not covered under our warranty, but may be repairable for a reasonable fee. Please contact us if you have any questions.