

SHIPPING AND DELIVERY POLICIES

Delivery times

The Webshop of Museum Zaanse Tijd (Stichting Museum van het Nederlandse Uurwerk) ships orders as quickly as possible, in 95% of cases within 1 working day. For delivery, we are partly dependent on courier services such as DPD, DHL, PostNL and TNT Express. We try to deliver the order to you within 3 working days, but it depends on the transport companies and the customer's location.

Between Christmas and New Year's Eve, the order may be shipped/delivered later.

If part of the order is not available, a backorder will take place. If you want to receive certain products urgently, please let us know in good time via info@mnuurwerk.nl, then we will do everything possible to be of service to you. If there is a delay with your order we will let you know as soon as possible.

Postage costs

For private individuals: The shipping costs are calculated based on the weight of the shipment, the volume and the delivery address. Museum Zaanse Tijd works together with DPD, DHL, TNT Post and TNT-Express to guarantee you the best service and rates. The exact amount of shipping costs will be shown at the end of the ordering process.

Status of your order

When the order has been placed you will automatically receive an e-mail with the confirmation. If you do not receive this, your order may not have been completed properly. Please contact us: info@mnuurwerk.nl or +31 75 61 797 695.

After sending the order you will receive an invoice by e-mail from info@mnuurwerk.nl

Returns

You have a cooling off period of 14 days to return the product without stating reasons, starting on the day of receipt of the product. You have 14 days from the time of the return notification to return the product. The product can only be returned unused and, if possible, in its original packaging. For returning the order, the return costs are for your account. After receiving your return, we will credit the amount within 14 days. For the return, you must fill in the 'withdrawal' form and send it along, you will find this under the general terms and conditions.

Terms and Conditions

You will find our general terms and conditions on the 'Terms and Conditions' page on our website.

GENERAL TERMS AND CONDITIONS OF MUSEUM ZAANSE TIME

General Terms and Conditions for the Netherlands

Museum Zaanse Tijd
Kalverringdijk 3
1509 BT Zaandam
Customer service: info@mnuurwerk.nl

Museum Zaanse Tijd is registered with the Dutch Chamber of Commerce as the Stichting Museum van het Nederlandse Uurwerk under number 41231617. Our corresponding VAT number is: NL0074.26.380.B01.

1. Definitions

In these General Terms and Conditions, the following definitions apply:

1.1 Museum Zaanse Tijd: Museum Zaanse Tijd, located at Kalverringdijk 3, 1509 BT Zaandam.

1.2. customer: the buyer of goods, being a natural person who does not act in the exercise of a profession or business.

2. Applicability

2.1. These General Terms and Conditions apply to all offers from, orders to and agreements with Museum Zaanse Tijd insofar as not expressly deviated from in writing.

2.2. Placing an order is subject to acceptance of the applicability of these General Terms and Conditions.

3. Offers and conclusion of agreements

3.1. All offers are without obligation, unless explicitly stated otherwise by Museum Zaanse Tijd. All expressions of Museum Zaanse Tijd on the website count as an invitation to make an offer.

3.2. The customer receives a confirmation of the order by e-mail (order confirmation). This confirmation does not constitute acceptance of the offer, but merely informs the customer that the order has arrived at Museum Zaanse Tijd.

3.3. The agreement with Museum Zaanse Tijd is concluded at the moment that Museum Zaanse Tijd has accepted the offer by sending the products and has confirmed the shipment to the customer via a second e-mail (shipping confirmation). The purchase agreement is therefore concluded at the moment that Museum Zaanse Tijd has sent a shipping confirmation for the items.

3.4. The agreement is stored by Museum Zaanse Tijd so that the purchase agreement can be processed. Apart from the dispatch confirmation sent, this stored purchase contract is only accessible to the customer if he can demonstrate a special interest in a new transfer.

3.5. Museum Zaanse Tijd cannot be held to offers that are clearly incorrect, for example as a result of obvious input, typesetting or printing errors.

3.6. The offered items are sold exclusively in household quantities to persons of legal age.

3.7. Museum Zaanse Tijd reserves the right to refuse orders without stating reasons.

4. Withdrawal clause Right of withdrawal

4.1. During the trial period of 14 days, the customer has a right of withdrawal, whereby he has the option to return the goods received without any obligation on his part, other than compensation for the direct costs of return, or to indicate that the services offered are not used.

4.2. The trial period of 14 days starts with the receipt of this revocation clause, but not before the goods have been delivered to the customer. In order to make use of the right of withdrawal, the customer must send Museum Zaanse Tijd the cancellation in writing (letter, fax or e-mail) and within the specified period, or return the products to Museum Zaanse Tijd within the specified period. The date of the postmark applies as the date of entry.

4.3. If the customer has not returned the delivered goods to Museum Zaanse Tijd after this period, the purchase is a fact.

4.4. To make use of your right of withdrawal, the customer must contact the customer service of Museum Zaanse Tijd (info@mnuurwerk.nl). The customer can also send the cancellation by post to:

Museum Zaanse Tijd

Kalverringdijk 3

1509 BT Zaandam

Customer service: info@mnuurwerk.nl

4.5. If the delivered items show obvious material or manufacturing defects, which also include transport damage, the customer must report this immediately, in any case within the period of 14 days after delivery, in writing to the customer service of Museum Zaanse Tijd.

4.6. The right of return does not apply to items that have been adjusted to the customer's wishes.

Consequences of the withdrawal and return

4.7. In the event of a revocation, amounts already paid and any use will be settled against each other. In this case, the customer provides his bank details if not already known to Museum Zaanse Tijd. If the customer cannot return the received product or the use thereof, partially or only in bad condition, the customer must reimburse the value thereof. This does not apply if the deterioration of the product is solely due to checking the product before use. By "checking the product" is meant trying and testing the product as one would do in a physical store. Return of the products must be made in the original packaging (including accessories and accompanying documentation).

4.8. The costs of return are borne by the customer.

4.9. The goods must be returned to the warehouse:

Museum Zaanse Tijd

Kalverringdijk 3

1509 BT Zaandam

Customer service: info@mnuurwerk.nl

4.10. With advance payment, Museum Zaanse Tijd will refund the purchase price to the customer, including the shipping costs for sending it within 30 days.

5. Warranty

5.1. Everything that is stipulated in this article regarding the warranty of products applies without prejudice to the rights and claims that the law grants to the customer.

5.2. The warranty expires if repairs have been carried out by third parties, if there are defects caused by improper use, if the item is poorly maintained or if there is negligence.

5.3. For all defects or errors of articles that occur during the legally determined warranty period, the customer has the option of choosing between repair, replacement or a (partial) reimbursement of the purchase price. In the event of special legal conditions, the customer has a far-reaching claim to compensation or reduction of the purchase price, as well as compensation for damage instead of granting and replacing the futile expenses.

5.4. The right to a guarantee, financial compensation or reduction of the purchase amount only exists if the counterclaim is undisputedly declared legally valid or has been recognized in writing by Museum Zaanse Tijd.

5.5. The legally determined warranty period is two years.

6. Prices

6.1. The prices at the time of the order are valid.

6.2. All prices are in euros and include the applicable VAT rate in the country to be supplied.

6.3. Shipping costs are not included in the stated prices. Before sending the order, the total price including shipping costs will be communicated via the website of Museum Zaanse Tijd.

6.4. The shipping costs of orders depend on the weight and place of destination and are visible with your order.

6.5. The minimum order value is 5 euros (excluding shipping costs).

7. Delivery and delivery time

7.1. Products in stock are in principle sent by Museum Zaanse Tijd within three days. Museum Zaanse Tijd will execute accepted orders expeditiously. If the delivery is either (temporarily) out of stock, or is delayed for other reasons, or if an order cannot or only partially be executed, the customer will be notified of this no later than 2 days after placing the order. In that case, the customer has the right to cancel the order without penalty. If Museum Zaanse Tijd has already received the payment, Museum Zaanse Tijd will refund the payment by return.

7.2. If Museum Zaanse Tijd has specified a term for delivery, this is only indicative. A specified delivery time can therefore never be regarded as a definitive term. Depending on the delivery situation on the market, Museum Zaanse Tijd reserves the right to suspend delivery.

8. Payment

8.1. All payment options offered by Museum Zaanse Tijd are completely secure.

iDEAL is a secure form of internet banking in which the customer is led to the internet banking site of his bank during the order. The customer can safely handle the payment of his order in the trusted environment of the bank. After the customer has received a confirmation from his bank, the customer returns to zaansetijd.nl and receives an order confirmation.

iDEAL works together with these Dutch banks: ABN Amro, ASN Bank, Fortis, Friesland Bank, ING, Rabobank, SNS Bank, Regio Bank, Triodos Bank and Van Landschot Bankiers.

paypal

PayPal is the safe, easy way to pay online without having to reveal your credit card number, for example. After payment via PayPal, the customer returns to zaansetijd.nl and receives an order confirmation.

credit card

For payment by credit card (Visa, American Express, MasterCard and Diners Club) the customer needs the credit card number, the exact name as stated on the credit card, the expiry date and the CVC code. The payment is authorized online, so that the customer knows immediately whether it is approved or not. As soon as the products have been prepared for shipment, Museum Zaanse Tijd will send the invoice details to the credit card company within 2 days. The amount will be debited according to the customer's personal billing period. If the payment arrives too late at Museum Zaanse Tijd, Museum Zaanse Tijd reserves the right to recover the extra reminder costs from the customer.

8.2. Payment must be made without discount or compensation.

8.3. When paying by bank transfer, the customer is obliged to pay the invoice amount within 14 (fourteen) days after receipt of the goods. This concerns the date of receipt of the payment at Museum Zaanse Tijd.

8.4. If the customer does not pay the amounts due within the agreed term, reminder costs will be charged.

9. Retention of title

9.1. Ownership of the delivered products only transfers if the customer has paid everything that the customer owes Museum Zaanse Tijd under any agreement. The risk with regard to the products is already transferred to the customer at the time of delivery.

10. Privacy

10.1. Museum Zaanse Tijd respects the privacy of online visitors to its website. For more information, read the privacy statement of Museum Zaanse Tijd.

11. Final Provisions

11.1. All offers from and agreements with Museum Zaanse Tijd are exclusively governed by Dutch law, with the exception of the rules of the international and the UN Convention on International Sales Contracts (CISG).

Annex I: Model withdrawal form

Model withdrawal form

(only fill in and return this form if you want to revoke the agreement)

- To: Museum Zaanse Tijd
Kalverringdijk 3
1509 BT Zaandam

I/We* hereby give notice that I/we* have entered into our agreement regarding the sale of the following products: [product designation]*

revoke

- Ordered on*/received on* [date of receipt with products]
- [Name of consumer(s)]
- [Address consumer(s)]
- [Signature consumer(s)] (only when this form is submitted on paper)

* Strike out what is not applicable or fill in what is applicable.