

Terms & conditions Usem

We like to keep the terms and conditions as simple as possible – life is complicated enough already.

“We” and “us” refer to Usem, the selling party. “You” and “your” refer to the purchasing party: you.

Article 1 – Who are we?

Usem
Amstelboulevard 200
1096 HM Amsterdam
The Netherlands

info@usem.nl
0031 6 28225299

Founder and owner: Gijs de Werker
Chamber of Commerce: 3432.14.54

Article 2 – Applicability

1. These terms and conditions apply to the products offered on usem.nl and to all purchases.

Article 3 – Product description

1. The website gives an accurate description of the products offered. But to err is human. If an obvious error or mistake has crept into the product description, this does not bind us.

Article 4 – Right of termination

1. You may cancel a purchase for 14 days without giving a reason. The cooling-off period starts when you have received the product.

2. In order to be able to use your right of termination, you must handle the product with care during the cooling-off period.
3. If you cancel the agreement, return the product to us in its original condition.

Article 5 – Costs in case of withdrawal

1. If you return products, the postage costs of return will be borne by User.
2. If you have already paid for the product or products, we will refund this amount as soon as possible, but at the latest within 5 days after we have received the products.

Article 6 – Delivery and implementation

1. We execute orders very carefully.
2. Orders are processed as quickly as possible, but no later than within 3 days – unless you have indicated that you would prefer to receive the products at a later time.

Article 7 – Defects and Liability

1. Upon delivery of the products it is up to you to examine whether everything is satisfactory. Report defects within 14 days after delivery. You can do that by e-mail. Then we solve the problem together.
2. Our liability for delivered products is limited to the invoice value.

Article 8 – Complaints

1. Do you have a complaint? We will respond as quickly as possible, but no later than 3 days after receiving it.

Amsterdam, March 31, 2020