

General Terms & Conditions **NO-EM B.V.**



About NO-EM

NO-EM B.V. Thomas Malthusweg 2, 1689 ZP Zwaag,
The Netherlands | Chamber of Commerce (KvK):
89352882 | E-mail: info@no-em.com



Ordering and Payment

- Order our products via the webshop or at our location.
- The agreement is concluded once you have received an order confirmation from us.
- Payment can be made securely using the payment methods available on our website.



Delivery

- We deliver within 45 days after your order, unless stated otherwise.
- Delivery takes place at the address you provide.
- If a product is unavailable, we will contact you and you may cancel your order free of charge.



Right of Withdrawal (Cooling-off Period)

- You have 14 days to reconsider your purchase, starting from the day you receive the product.
- Within this period, you may cancel your purchase without giving any reason.
- You may use the withdrawal form or send us an email.
- We will refund the full purchase amount (including delivery costs) within 14 days after receiving the returned product.

- Return shipping costs are at your own expense, unless the product is defective or was delivered incorrectly.
- The right of withdrawal does not apply to custom-made products or opened hygiene products.



Warranty

- All our products are covered by the statutory warranty.
- In addition, NO-EM provides a five-year warranty on material and construction defects under normal use.
- Is something wrong? Contact us and we will arrange repair, replacement or another appropriate solution.



Liability

- NO-EM is liable if damage results from our fault or from a product that does not meet reasonable expectations.
- Damage caused by improper use is excluded.



Complaints

- Do you have a complaint? Email us at info@no-em.com.
- We will respond within 5 working days.
- If we cannot resolve the matter together, you may submit the dispute to the competent court in your place of residence.