

# TERMS & CONDITIONS

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### The boot-bag group BV Terms & Conditions

- We take card payments via PayPal Braintree part of PayPal & you can also pay by PayPal ( We don't see or store your card's details )
- We aim to despatch next day if you order by 3PM GMT
- We ship using DHL in the EU & EU delivery is typically 48-72hrs from order, USA can be 7-9 days
- We Ship with DHL/UPS or Fed-Ex globally and delivery is typically 10+days
- You can call us on +31 (0) 103 071 036 or email us liza@boot-bag.com if you wish to return an item or have any questions.
- We are a Dutch registered company The boot-bag Group BV
- Our registered office is Blaak 520 3011TA Rotterdam Netherlands
- Registered Company Number / KvK 80520189
- We are VAT/BTW registered our number is NL 861701211B01

We are bound by the EU Consumer Directives as an EU based company our terms and conditions are set out below :

**1. Terms & Conditions** The boot-bag group BV is an online EU mail order business and complies with all EU consumer law. This means you are safe if you shop with us. All products purchased in the EU and via this website are shipped using DHL by our warehouse partner on a 2 day signed for service in the EU. USA shipping is typically 7-10 days and ROW 10+ We despatch the day after order if the order is received before 3pm GMT or at a weekend.

**2. Warranty & Faults** Warranty covers faults that develop within the first 12 months of use. Warranties cover manufacturing faults but not damage caused by wear and tear. Please email Liza@boot-bag.com if you experience any issues with your boot-bag or any other product purchased via this website.

We operate a 14 day return policy from the date goods are received, if you purchase an item via this website boot-bag.com/store and return it to us unused and it is deemed not have been diminished, we will refund in full including the standard postage costs.

During the 14 day period, the buyer must treat the product and its packaging with care. They will only unpack or use the product to the extent necessary for the purpose of evaluating the nature, characteristics and efficacy of the product. **The starting point is that the buyer can only handle and inspect the product in the same way that he would be allowed in a store.**

Outside this 14 day period we deem the goods to have been accepted by the buyer.

**3.Return Postage** We only refund postage on goods that are faulty, deemed to be in warranty by the manufacturer or if we send out the wrong item. If you change your mind about a product after receiving it, we will be happy to exchange or refund it within in 14 days of receipt. **You as the buyer are responsible for the direct costs of returning the product to our warehouse partner in the Netherlands.**

Once received we will refund in full to your original payment method including the original standard postage costs as long as the item is complete and not diminished. If you are going to return an item please contact us first to request a returns number so when received we know who the goods are from. Please call us on +31 (0) 103 071 036 or email Liza@boot-bag.com to get a returns number and the returns address.

**4.Product prices** Prices do include VAT/BTW where applicable. The Boot-bag Group BV is VAT/BTW Registered.

**5.Secure Payment** The payment form on this website is used to submit your details to PayPal Braintree who process the transaction we do not store or get to see your payment details. Any information that is transmitted to PayPal Braintree is used solely for the purpose of completing your purchase. We will charge your card on receipt of order.

**6.Conflict** Contracts concluded between The boot-bag group BV and a buyer and which are subject to these general terms and conditions are subject only to Dutch law.

**7.Privacy Policy** When you browse boot-bag group websites ( boot-bag.com, revo-rack.com carluggagerack.co.uk, carbootracks.co.uk, boot-rack.co.uk, carbicylerack.co.uk, autogepacktrager.com, porte-bagage.com, trunkluggagerack.com, hatch-bag.com ski-rack.co.uk & carroofbox.co.uk ) certain anonymous information about your visit is automatically logged. This may include information about the type of browser you are using the server name and or IP address through which you access the internet, the date and time you accessed a website. This information is not personally identifiable.

**8. Website Usage** The Boot-Bag Group BV cannot take any responsibility for any damages, compensatory, indirect, consequential or direct data loss, profit, property loss or damage and third party claims implied or otherwise when using any of the websites listed in point 6.

**9. Braintree Payments** We use Braintree, a PayPal service, for payments and other services. If you wish to use one of these services and pay on our website, Braintree may collect the personal data you provide, such as payment and other identifying information. Braintree uses this information to operate and improve the services it provides to us and others, including for fraud detection, harm and loss prevention, authentication, analytics related to the performance of its services, and to comply with applicable legal requirements. The processing of this information will be subject to the PayPal Privacy Statement available at [braintreepayments.com](https://braintreepayments.com).

**10. Information Inaccuracy** Our group websites listed in 6 are regularly updated by information provided to us by our suppliers. We put every effort into updating website information, product descriptions, prices, photos and other information using manufacturer's catalogues prices sheets and websites. Though we try to ensure all information and images are correct, occasionally it is not correct. Because some of the information we use comes from our suppliers, we cannot be held responsible for website errors are these are genuine mistakes. If you purchase any products from us based on wrong information we will replace or refund the product as long as it is unused and undiminished. While every effort is made to ensure that accurate pricing and descriptions are maintained we reserve the right to decline orders if they are based on inaccurate information by either party. All website content including photographs belongs to The Boot-bag Group BV and may not be copied without the express permission of The Boot-bag Group BV