

# GENERAL TERMS AND CONDITIONS OUTER SPACE WRLD

We recommend you to read these General Terms and Conditions carefully so that you are aware of your rights and obligations under the Agreement between you and us. In these General Terms and Conditions you are the Customer . For the sake of convenience we use the male personal pronoun, but where “he” is mentioned, we also mean “she”.

## ARTICLE 1. DEFINITIONS

In these General Terms and Conditions, the following terms in bold print always have the following meanings:

**Agreement;**

*The Agreement between the Customer and OUTER SPACE WRLD, concluded via the Website, under which the Customer purchases the Product from OUTER SPACE WRLD*

**Customer;**

*The person who places an order on the Website*

**General Terms and Conditions;**

*These Terms and Conditions of OUTER SPACE WRLD*

**Login Data;**

*The combination of the Customer's username and password for placing an order on the Website*

**OUTER SPACE WRLD;**

*OUTER SPACE WRLD is the sole proprietorship OUTER SPACE WRLD, registered in the trade register of the Chamber of Commerce under the number xxx*

**Product;**

*A Product offered on the Website by OUTER SPACE WRLD*

**Privacy Statement;**

*OUTER SPACE WRLD's Privacy Statement which can be found on the Website*

**Website;**

*The Website of OUTER SPACE WRLD on which the Product is offered*

## **ARTICLE 2. APPLICABILITY**

1. The General Terms and Conditions apply to every offer made by OUTER SPACE WRLD on the Website, the use of the Website and to every Agreement concluded via the Website.
2. OUTER SPACE WRLD can always amend these General Terms and Conditions. Changes do not apply to already concluded Agreements. The most current General Terms and Conditions can be found on the Website. If a client does not agree to the amended General Terms and Conditions, this client cannot order Products from the Website.

## **ARTICLE 3. OFFER AND FORMATION OF THE AGREEMENT**

1. The Agreement is concluded by going through the ordering process with the acceptance of the General Terms and Conditions as part of it.
2. An offer on the Website is without obligation and can still be revoked by OUTER SPACE WRLD.
3. OUTER SPACE WRLD is not bound by apparant errors and mistakes in the offer on the Website.

## **ARTICLE 4. USE AND AVAILABILITY OF THE WEBSITE**

1. OUTER SPACE WRLD does not ensure that information in the order on the Website is always correct, current or complete.
2. During the ordering process, the Customer can create a Customer account with Login Data. When the Customer creates an account, it his responsibility to ensure that the information he provides for his account is correct, complete and current.
3. The Customer is responsible and liable for all use of his Login Data.
4. As soon as the Customer knows or has reason to suspect that Login Data have come into the hands of unauthorized persons, the Customer must immediately inform OUTER SPACE WRLD and, if he is able to do so, directly take effective measures by changing the Login Data.
5. OUTER SPACE WRLD reserves the right to change the login procedure if it deems this necessary in the interest of the functioning of the Website.

## **ARTICLE 5. PRICE AND PAYMENT**

1. The stated price of the Product is valid at the time it is displayed on the Website
2. All prices are free from VAT.
3. The Website lists all available payment options.

## **ARTICLE 6. DELIVERY**

1. The delivery times stated on the Website and/or in the ordering process are indicative and do not count as a deadline.

## **ARTICLE 7. PRIVACY**

1. When visiting the Website, placing an order or creating an account, (personal) data are provided to OUTER SPACE WRLD. These (personal) data will be processed in compliance with the Privacy Statement of OUTER SPACE WRLD and the applicable laws and regulations.

## **ARTICLE 8. WITHDRAWAL PERIOD AND COMPLAINTS**

1. The Customer has the right to dissolve the Agreement 14 days after receipt of the Product without any given reason, unless one of the exceptions in Article 6: 230p BW apply. This is the return period. In addition, the Customer can fill up and send along the return form to speed up the handling time of the return.
2. In case of dissolution, OUTER SPACE WRLD will refund the related order price paid by the Customer under the Agreement within 5 days after receipt of the return. In case of late reporting or returning (later than 14 days of receipt of the order), OUTER SPACE WRLD is entitled to reject the return. Return shipping costs are always for the Customer.
3. Complaints about a Product can be sent to [info@outerspacewrl.com](mailto:info@outerspacewrl.com). OUTER SPACE WRLD will respond to the complaint within a reasonable period of time.

## **ARTICLE 9. CONFORMITY**

1. If a Customer claims that a Product does not comply with the Agreement, the Customer will email photos of the received Product to OUTER SPACE WRLD and return the Product, after which OUTER SPACE WRLD will review the case. If the Customer is proved to be correct, OUTER SPACE WRLD will replace the Product free of charge within a reasonable time period. In such matters, OUTER SPACE WRLD will reimburse the return costs paid by the Customer.
2. If the ordered Product is no longer in stock and therefore cannot be replaced, the Customer will receive a refund.

## **ARTICLE 10. LIABILITY**

1. OUTER SPACE WRLD is not liable for any indirect or consequential damages, such as loss of profit, loss of turnover, loss of expected savings and other similar financial losses, as well as loss of goodwill.

## **ARTICLE 11. OTHER**

1. The Customer is not allowed to transfer rights and obligations arising from the Agreement to third parties. The Dutch law applies to the these Terms and Conditions.