

General Terms and Conditions

Webshop Secrid

We are Secrid B.V. and we make and sell pocketwear. You, the customer, can purchase our products in our webshop (available at www.secrd.com) and in brick-and-mortar shops. When you purchase (one of) our products through www.secrd.com the following terms and conditions apply. We have tried to write our terms and conditions as reader-friendly as possible. They are based on the terms and conditions by the Nederlandse Thuiswinkel Organisatie (Dutch Home Shopping Organisation).

If you are a business customer, then we have separate sales channels and terms and conditions for you. Please contact sales@secrid.com for more information.

ARTICLE 1 – DEFINITIONS

This is what we mean when we use these words:

1. **Agreement:** an agreement in which the customer buys a product or products from Secrid through the Secrid Webshop. The purchased products are delivered by Secrid or by a third party hired by Secrid for this purpose;
2. **Period of Consideration:** the amount of time a customer has to think a purchase over and, if needed, can decide to return the purchased product;
3. **Customer:** the natural person who is not acting in pursuance of his trade, business, craft or profession;
4. **Day:** calendar day;
5. **You / Your:** the customer buying our products;
6. **Secrid:** the legal entity Secrid B.V.;
7. **Distance Agreement:** an agreement that was reached between Secrid and the customer online, regarding the sale of products in the Secrid Webshop;
8. **Returns Process Form:** the Form to be used when you want to return a product;
9. **We / us / our:** Secrid B.V.

ARTICLE 2 – HOW TO CONTACT US?

Write us:

Secrid B.V.
Saturnusstraat 81
2516 AG The Hague
The Netherlands

E-mail us:

customercare.uk@secrid.com

Call us:

+44 (0)12 230 81493 (Monday through
Friday from 9:00 – 18:00 CET)

If you need more information about our company, our KvKnumber is 27240605 (Dutch Chamber of Commerce). Our VAT-identification is NL 805323090 B01.

ARTICLE 3 – OUR OFFER

1. Our offer consists of the products and services that are for sale at www.secid.com for the prices mentioned there and with the conditions attached there.
2. If we make a mistake and post an erroneous price for one of our products, then that is our mistake and on us. Unless the mistake was so obvious that you should have realized, e.g. when it seems too good to be true. In that case we are not obligated to fulfil the agreement. We encourage you to get in touch with us if you have any doubts as to the price of our products.

ARTICLE 4 – THE AGREEMENT

1. The moment you accept our offer, including our terms and conditions, the agreement will be formed (subject to the provisions set forth in 4.4).
2. We will send you an e-mail as soon as possible to confirm the agreement was successfully formed. As long as we have not confirmed the agreement, you can still cancel the agreement.
3. We strive to provide a safe shopping environment for you. This means we take the appropriate measures to ensure that your personal and payment information are safely stored.

ARTICLE 5 – RETURNS AND REFUNDS

1. Please note that this policy on returns and refunds does not apply to personalised products mentioned under Article 6.2 below.
2. For hygienic reasons, in the case of cosmetic products, this policy on returns and refunds applies only where the seal has not been broken or removed, and in cases of a manufacturing defect to the cosmetic product or in exceptional circumstances.
3. When you buy a product through our webshop you have a Period of Consideration of 60 (sixty) days where you may decide to return the purchased product. This also applies to products which you have bought through our webshop with the gift-wrapping service. If you decide to return the purchased product, please notify your return to us by using the [Return Portal](#), or by sending us an e-mail (customercare.uk@secrid.com) for this purpose within the 60-day Period of Consideration. You don't have to explain or state your reasons. Further information on returns can be found on our FAQ page at [Returns & Exchanges](#).
4. The time stated in 5.2 starts on the day you, or a designated person previously appointed by you, received the purchased product. If you ordered multiple products, then we start the 60-day period on the day that you, or a designated person previously appointed by you, have/has received all the products.
5. During the Period of Consideration of 60 (sixty) days, you will handle the purchased product and packaging carefully. You may unpack and inspect the product like you would be allowed to in a store. If the product is damaged due to careless use, we may decide to not fully reimburse the purchase amount. If you notice that the purchased product was flawed upon delivery, please do not use the product, and notify us immediately.
6. Once you have notified us of your decision to return the purchased product, you have 14 (fourteen days) to return the purchased product. Please follow the information provided on our FAQ page at [Returns & Exchanges](#) to return the purchased product to us.

7. You return the purchased product in the same condition as you received the product and preferably in its original packaging and all the accessories originally included, following our instructions shown on our FAQ page at [Returns & Exchanges](#). The cost of shipping will be paid by us.
8. It is up to you to prove that you returned the product on time and in good condition.
9. The purchase amount will be reimbursed to you, including any shipping costs we may have charged for shipping the returned product to you. Where you have paid for the gift-wrapping service, we will refund you the amount paid. We will reimburse you the money within 14 (fourteen) days of you notifying us of your decision to return the purchased product.
10. Secrid will use the same payment method for reimbursement as the payment method used for purchasing the product, unless a different payment method is agreed upon.
11. If you opt for a more expensive shipping method than the cheapest standard shipping, we will not have to reimburse the additional costs for the more expensive method.

ARTICLE 6 – PRODUCTS EXCLUDED FROM RETURN AND REFUND

1. Cosmetic products cannot be returned or exchanged for hygienic reasons if their seal has been broken or removed. In case of a manufacturing defect to the cosmetic product or in exceptional circumstances, please contact us first at customercare.uk@secrid.com. Do not return any product without contacting us first.
2. Personalised Secrid products as mentioned under Article 7 below cannot be returned or exchanged. Once a Secrid product has been personalised by using our engraving services, it cannot be returned for a refund or exchange. Kindly note that once your order is confirmed and processed, it cannot be canceled or altered. This policy is due to the customised nature of the product.
3. Secrid reserves all right to refuse any request for a return or refund involving these products.

ARTICLE 7 – CONDITIONS FOR PERSONALISED SECRID PRODUCTS

Personalising a Secrid product involves using our digital engraving tool (customise-secrid.com) to inscribe custom text and/or designs onto the aluminium cardprotector. This makes the finished product unique and specific, according to your wishes.

You have full control over the entire creative process resulting in a product that reflects and fits your style.

There are however a few rules to the game:

1. Engraving conditions

- It is only possible to engrave on the aluminium cardprotector.
- The engraving is light or dark depending on the colour of the Cardprotector's aluminium.

Once a Secrid product has been personalised by using our engraving services, it cannot be returned for a refund or exchange. Therefore, the reflection period does not apply to personalised Secrid products. Once your order is confirmed and processed, it cannot be canceled or altered. This policy is due to the customised nature of the product. Misspellings

are at your own risk. Be mindful that colours shown may vary due to differences in monitors. You are responsible for proofreading and approving the final preview before placing your personalised order.

2. Misspellings and colour variations

Misspellings are at your own risk. Be mindful that colours shown may vary due to differences in monitors. You are responsible for proofreading and approving the final preview before placing your personalised order.

3. Longer delivery time

Engraving your Secrid product may cause delivery times to be slightly longer than non-personalised, please keep this in mind.

4. Ethical standards for engraving

We are committed to upholding ethical standards in all our operations. To protect our brand image, we reserve the right to reject and refund orders that contain prohibited content as described above. We strive to make this policy clear to all customers to avoid any misunderstandings. Therefore, we will not process orders that contain any content that:

- violates or infringes in any way upon the rights of others;
- contains words or expressions of bigotry, racism, hate speech, abusiveness, vulgarity or profanity;
- is insulting, discriminatory, obscene, offensive, pornographic, sexually explicit or indecent;
- depicts violence of any kind, especially those involving animals and minors;
- makes libellous or defamatory comments about others;
- references drugs including drug paraphernalia, weapons or firearms;
- references political affiliations including not limited to, political ideologies, opinions, parties, organisations, campaigns, and engagement in political discourse;
- constitutes or encourages conduct that would be a criminal offence, give rise to civil liability or otherwise violate any law;
- is contrary to public decency, morality or can be considered offensive to the general public.

To protect our brand image, we reserve the right to reject and refund orders that contain prohibited content as described above. We strive to make this policy clear to all customers to avoid any misunderstandings.

5. Intellectual property rights

You warrant that the content does not infringe on the intellectual property rights of others. Secrid reserves the right to reject and refund orders where Secrid has reasons to believe that the requested content infringes such intellectual property rights.

ARTICLE 8 – THE PRICE

The prices on our website are including Value Added Tax (VAT). If we change our prices, this will not affect the agreed upon price in an already established agreement. Unless the price increase is the result of an increase of VAT.

ARTICLE 9 – DELIVERY AND EXECUTION

1. We do our very best when fulfilling product orders.
2. The delivery address is the address you provided when agreeing upon the agreement.

3. When you purchase a product from us, we will deliver the product as soon as possible, within 30 (thirty) days.
4. If a delay occurs during shipping or if we are not able to fulfil part of your order, then we, or the shipping company, will inform you as soon as possible. In that case, you will be able to cancel the agreement free of charge, after which the purchase amount will be reimbursed.
5. Risks related to damage and/or loss of products are ours, until the shipment is delivered to you, or to a designated person appointed by you.

ARTICLE 10 – PAYMENT

Orders must be paid in advance by using Apple Pay, Google Pay or Credit Card, PayPal.

ARTICLE 11 – PRODUCT SAFETY AND WARRANTY

1. All products made and sold by Secrid have a standard warranty period of 2 (two) years. Our products under the Premium Collection however have a warranty period of 4 (four) years and products under the Premium+ Collection have a warranty period of 5 (five) years. When you register your product at register.secrd.com you will receive an extra 1 (one) year of warranty for a total of 3 (three) years (a total of 5 (five) years applies for the Premium Collection). Products under the Premium+ Collection have an extra 2 (two) years of warranty upon registration (a total of 7 (seven) years applies for the Premium+ Collection). This registration does not affect your warranty rights provided by Dutch and European law.
2. All Secrid products are made with the utmost care and checked thoroughly before they are packaged and shipped from The Netherlands. Nevertheless, it may happen that the product does not function properly. Fortunately, you can often easily solve this yourself. Go to www.secrd.com/service for tips on how to do this yourself. If you can't figure it out for yourself, we are ready to help you with an appropriate solution.
3. If you notice at any time that the product contains faults and the information on our website does not help you solve the issue, please cease use of the product, and get in touch with us as soon as possible.

ARTICLE 12 – DISPUTES

Dutch law applies to agreements we conclude with you. If you require further information on Consumer Redress in the European Union, please visit the European Commission's website on [Consumer Redress in the EU](#).