

General Terms and Conditions Webshop Secrid

We are Secrid B.V. and we make and sell pocketwear. You, the consumer, 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@secrd.com for more information.

Article 1 - Definitions

This is what we mean when we use these words:

1. **Agreement:** an agreement in which the consumer buys a product or products from Secrid through the Secrid Webshop (www.secrd.com). The purchased products are delivered by Secrid or by a third party hired by Secrid for this purpose;
2. **Cooling-off Period:** the amount of time a consumer has to exercise its right of withdrawal;
3. **Consumer:** the natural person who is not acting in pursuance of his trade, business, craft or profession;
4. **Day:** calendar day;
5. **Right of withdrawal:** the consumer's legal right to withdraw from the Distance Agreement within the cooling-off period;
6. **You / Your:** the consumer buying our products;
7. **Seller:** the legal entity Secrid B.V. ("Secrid");
8. **Secrid Webshop:** www.secrd.com.
9. **Distance Agreement:** an agreement that was reached between Secrid and the consumer online, regarding the sale of products in the Secrid Webshop;
10. **Online form:** the online withdrawal function which can be used by you to formally withdraw from the Agreement.
11. **European Standard Withdrawal Form:** an optional form which can also be used to formally withdraw from the Agreement.
12. **We / us / our:** Secrid B.V.

Article 2 - Identity of the seller

Seller name: Secrid B.V.

Registered address: Saturnusstraat 81, 2516 AG Den Haag, the Netherlands.

Phone number: {phone number} (Monday through Friday from {openings time} - {closing time} CET)

E-mail address: info@secrid.com

ICC (KvK): 27240605

VAT number: NL 805323090 B01

Flagship store

We also have our own Flagship store in The Hague, at [Hoogstraat 32](#). You are more than welcome to visit us there.

Article 3 - Our offer

1. Our offer consists of the products and services that are for sale at the Secrid Webshop for the prices and with the conditions mentioned there.
2. If we post an erroneous price for one of our products, then that is our mistake and that's on us. Unless the mistake was so obvious that you should have realised, 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 4.2).
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 - Right of withdrawal

1. When you buy a product through the Secrid Webshop, you can think a purchase over and, if needed, can decide to return the purchased product. You therefore have a cooling-off period 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.
2. If you decide to return the purchased product, you have the right to withdraw from the agreement with Secrid. Further information on exercising your right of withdrawal is explained under article 7 below.

3. The cooling-off period referred to in paragraph 1 above commences on the day after 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 after you, or a designated person previously appointed by you, have/has received all the products.

Article 6 - Your obligations under the cooling-off period

1. During the cooling-off period of 60 (sixty) days, you will handle the purchased product and packaging carefully. With the exception of cosmetic products, 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.
2. If you notice that the purchased product was flawed upon delivery, please do not use the product, and notify us immediately.

Article 7 - Exercising your right of withdrawal

1. If you decide to return the purchased product, you can exercise your legal right of withdrawal within the cooling-off period of 60 (sixty) days by notifying Secrid online through this [Returns form](#). If you use this function, we will send you an acknowledgment of receipt of the withdrawal by email, including its content and the date and time of its submission.
2. If you prefer using other means, you can also exercise your right of withdrawal by notifying Secrid of this by downloading, filling in and submitting [the European Standard Withdrawal Form](#) via e-mail to: info@secrid.com, or by returning a filled in version of [the European Standard Withdrawal Form](#) to the address shown below.
Secrid B.V.
Saturnusstraat 81
2516 AG Den Haag
Nederland
3. You do not have to explain or state a reason for your return. You are free to decide if you wish to share this information with us. Further information on returns can be found on our FAQ page at the Secrid Webshop under [Return & Exchanges](#).
4. Once you have notified us of your decision to return the purchased product, you have 14 (fourteen days) from the date of notification to return the purchased product. Please follow the information provided on our [FAQ page](#) to return the purchased product to us.

5. 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 [Return & Exchanges](#). The cost of shipping will be paid by us.
6. It is up to you to prove that you returned the product on time and in good condition.

Article 8 - Obligations of the seller

1. Secrid will reimburse you the purchased amount, 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. Please note that we may wait to refund you until we have received the products back, or if earlier, when you have demonstrated that the products are on their way to us.
2. 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.
3. 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 9 - Exclusion from the right of withdrawal

1. Please note that Personalised Secrid products as mentioned under Article 10 below cannot be returned or exchanged. Also, once your personalised order is confirmed and processed, it cannot be cancelled or altered. This policy is due to the customised nature of the product. Therefore, please ensure that you have read the 'Conditions for personalised Secrid products' below (article 10).
2. 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 info@secrid.com. Do not return any product without contacting us first.
3. Secrid reserves all right to refuse any request for a return or refund involving these products.

Article 10 - Conditions for personalised Secrid products

1. Personalised Secrid products 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:

1.1 Engraving

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

1.2 Misspellings and color 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.

1.3 Longer delivery time

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

1.4 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 consumers 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.

1.5 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.

2. As defined in Article 9, Personalised Secrid products cannot be returned or exchanged and once your personalised order is confirmed and processed, it cannot be cancelled or altered.

Article 11 - The price

The prices on our website include 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 12 - 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 of a delay as soon as possible and provide you with a new delivery date. If we are unable to meet the new delivery date or in any case, cannot deliver the product within 30 (thirty) days from your purchase, 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 13 - Payment

Orders must be paid in advance by using {payment method}, {payment method}, or a {payment method}.

Article 14 - Product safety

1. 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 secrd.com/service for tips on how to do this yourself. If you can't figure it out for yourself, please contact us as we are ready to help you with an appropriate solution.
2. 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 15 - Warranty

1. All products made and sold by Secrid have a standard warranty period of 2 (two) years. The Premium Collection has a standard warranty of 4 (four) years, and the Premium+ Collection has a standard warranty of 5 (five) years.
2. In addition to the standard warranty period, Secrid offers an extended warranty for its products if the Secrid product is registered at [MySecrid](https://MySecrid.com). The total warranty period would therefore be:
 - All products: Three (3) years
 - Premium Collection: Five (5) years
 - Premium+ Collection: Seven (7) years
3. The warranty periods mentioned under articles 15.1 and 15.2 above commence on the day you, or a designated person previously appointed by you, received the purchased product.
4. The extra warranty period provided by Secrid does not affect your warranty rights provided by Dutch and European law.
5. What is covered by the warranty? Within the applicable warranty period, the warranty covers manufacturing defects and other faults that should not occur under the normal course of use of the product. These include faulty closures or stitching, cracks in the aluminium of the Cardprotector, tears in the leather, issues with the mechanism, and adhesion issues. In the event your product does contain a defect or other faults mentioned here, please notify us as soon as you have detected this, at least within two (2) months.
6. If your product is repaired under warranty, your warranty period will be extended by 12 months from the date the repaired product is returned to you.
7. What is not covered by the warranty? Damage and wear and tear including those due to improper use such as overloading or exposure to extreme conditions (water, fire, chemicals and the like), discoloration of

the leather, light scratches, dents; and damage caused by unauthorized repairs or modifications to the product are not covered by the warranty. A scraping sound when opening and closing the wallet does not affect the quality nor functionality of the wallet and is therefore not a warranty issue. The sound typically diminishes with regular use of the wallet.

Article 16 - 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](#).