

GENERAL TERMS AND CONDITIONS

E-mail: support@thecraftycoo.nl

Website: www.thecraftycoo.nl

Article 1 Definitions

1. *the Crafty Coo*, established in Voorburg, Chamber of Commerce no. 84629983.
2. Customer: the party which *the Crafty Coo* has entered into an agreement with.
3. Parties: *the Crafty Coo* and customer together.
4. Consumer: a customer who is an individual acting for private purposes.

Article 2 Applicability

1. These terms and conditions will apply to all quotations, offers, activities, orders, agreements and deliveries of services or products by or on behalf of *the Crafty Coo*.
2. Parties can only deviate from these conditions if they have explicitly agreed upon in writing.
3. The parties expressly exclude the applicability of supplementary and/or deviating general terms and conditions of the customer or of third parties.

Article 3 Prices

1. All prices used by *the Crafty Coo* are in euros, are inclusive of VAT and exclusive of any other costs such as administration costs, levies and travel-, shipping- or transport expenses, unless expressly stated otherwise or agreed otherwise.
2. *the Crafty Coo* is entitled to adjust all prices for its products or services, shown in its shop, on its website or otherwise, at any time.
3. Increases in the cost prices of products or parts thereof, which *the Crafty Coo* could not foresee at the time of making an offer or the conclusion of the agreement, may give rise to price increases.
4. The consumer has the right to terminate an agreement as a result of a price increase as referred to in paragraph 3, unless the increase is the result of statutory regulation.

Article 4 Samples / models

1. If the customer has received a sample or model of a product, he cannot derive any rights from this other than that it is an indication of the nature of the product, unless the parties have explicitly agreed that the products be supplied conform to the sample or model.

Article 5 Payments and payment term

1. The full purchase price is always paid immediately in the web shop.
2. *the Crafty Coo* may, at the conclusion of the agreement, require a down payment of up to 50% of the agreed amount.
3. The customer must have paid the full amount within 7 days, after delivery.

4. Payment terms are considered as fatal payment terms. This means that if the customer has not paid the agreed amount at the latest on the last day of the payment term, he is legally in default, without *the Crafty Coo* having to send the customer a reminder or to put him in default.
5. *the Crafty Coo* reserves the right to make a delivery conditional upon immediate payment or to require adequate security for the total amount of the services or products.

Article 6 Consequences of late payment

1. If the customer does not pay within the agreed term, *the Crafty Coo* is entitled to charge an interest of 2% per month for non-commercial transactions from the day the customer is in default, whereby a part of a month is counted for a whole month.
2. When the customer is in default, he is also due to extrajudicial collection costs and may be obliged to pay any compensation to *the Crafty Coo*.
3. The collection costs are calculated on the basis of the Reimbursement for extrajudicial collection costs.
4. If the customer does not pay on time, *the Crafty Coo* may suspend its obligations until the customer has met his payment obligation.
5. In the event of liquidation, bankruptcy, attachment, or suspension of payment on behalf of the customer, the claims of *the Crafty Coo* on the customer are immediately due and payable.
6. If the customer refuses to cooperate with the performance of the agreement by *the Crafty Coo*, he is still obliged to pay the agreed price to *the Crafty Coo*.

Article 7 Right of recovery of goods

1. As soon as the customer is in default, *the Crafty Coo* is entitled to invoke the right of recovery with regard to the unpaid products delivered to the customer.
2. *the Crafty Coo* invokes the right of recovery by means of a written or electronic announcement.
3. As soon as the customer has been informed of the claimed right of recovery, the customer must immediately return the products concerned to *the Crafty Coo*, unless the parties agree to make other arrangements about this.
4. The costs for the collection or return of the products are at the expense of the customer.

Article 8 Right of withdrawal

1. A consumer may cancel an online purchase during a cooling-off period of 14 days without giving any reason, provided that:
 1. the product has not been used
 2. it is not a product that can spoil quickly, like food or flowers
 3. the product is not specially tailored for the consumer or adapted to its special needs
 4. it is not a product that may not be returned for hygienic reasons (underwear, swimwear, etc.)
 5. the seal is still intact, when the product is a data carrier with digital content (DVDs, CDs, etc.)
 6. the product is not a (holiday)trip, a transportation ticket, a catering order or a form of leisure activity,
 7. the product is not a separate magazine or a loose newspaper

8. the consumer has not renounced his right of withdrawal
2. The cooling-off period of 14 days as referred to in paragraph 1 commences:
 - on the day after the consumer has received the last product or part of 1 order
 - as soon as the consumer has received the first the product of a subscription
 - as soon as the consumer has confirmed the purchase of digital content via the internet
 3. During the cooling-off period, the consumer will handle the product and the packaging with care. He will only unpack or use the product to the extent necessary to assess whether he wishes to keep the product. If he makes use of his right of withdrawal, he will return the unused and undamaged product with all accessories supplied and - if reasonably possible - in the original shipping packaging to the seller, in accordance with the reasonable and clear instructions provided by *the Crafty Coo*.
 4. The consumer can notify his right of withdrawal via support@thecraftycoo.nl, if desired by using the withdrawal form that can be downloaded via the website of *the Crafty Coo*, www.thecraftycoo.nl.
 5. The consumer is obliged to return the product to *the Crafty Coo* within 14 days after the notification of his right of withdrawal, after which period his right of withdrawal will lapse.

Article 9 Reimbursement of delivery costs

1. If the purchase costs and any other costs (such as shipping and return costs) are eligible for reimbursement according to the law, *the Crafty Coo* will refund these costs to the consumer within 14 days of receipt of the timely appeal to the right of withdrawal, provided that the consumer has returned the product to *the Crafty Coo* in time.
2. The costs for return are only reimbursed by *the Crafty Coo* if the complete order is returned.

Article 10 Reimbursement of return costs

1. If the consumer invokes his right of withdrawal and returns the entire order on time, the costs for returning the complete order will be borne by the consumer.

Article 11 Suspension of obligations by the customer

1. The customer waives the right to suspend the fulfilment of any obligation arising from this agreement.

Article 12 Right of retention

1. *the Crafty Coo* can appeal to his right of retention of title and in that case retain the products sold by *the Crafty Coo* to the customer until the customer has paid all outstanding invoices with regard to *the Crafty Coo*, unless the customer has provided sufficient security for these payments.
2. The right of retention of title also applies on the basis of previous agreements from which the customer still owes payments to *the Crafty Coo*.
3. *the Crafty Coo* is never liable for any damage that the customer may suffer as a result of using his right of retention of title.

Article 13 Settlement

1. The customer waives his right to settle any debt to *the Crafty Coo* with any claim on *the Crafty Coo*.

Article 14 Retention of title

1. *the Crafty Coo* remains the owner of all delivered products until the customer has fully complied with all its payment obligations with regard to *the Crafty Coo* under whatever agreement with *the Crafty Coo* including of claims regarding the shortcomings in the performance.
2. Until then, *the Crafty Coo* can invoke its retention of title and take back the goods.
3. Before the property is transferred to the customer, the customer may not pledge, sell, dispose of or otherwise encumber the products.
4. If *the Crafty Coo* invokes its retention of title, the agreement will be dissolved, and *the Crafty Coo* has the right to claim compensation, lost profits and interest.

Article 15 Delivery

1. Delivery takes place while stocks last.
2. Delivery takes place at *the Crafty Coo* unless the parties have agreed upon otherwise.
3. Delivery of products ordered online takes place at the address indicated by the customer.
4. If the agreed price is not paid on time, *the Crafty Coo* has the right to suspend its obligations until the agreed price is fully paid.
5. In the event of late payment, the customer is automatically in default, and hereby he cannot object to late delivery by *the Crafty Coo*.

Article 16 Delivery period

1. Any delivery period specified by *the Crafty Coo* is indicative and does not give the customer the right to dissolution or compensation if this period is not met with, unless the parties have expressly agreed otherwise in writing.
2. The delivery starts once the customer has fully completed the (electronic) ordering process and received an (electronic) confirmation of his order from *the Crafty Coo*.
3. Exceeding the specified delivery period does not entitle the customer to compensation or the right to terminate the contract, unless *the Crafty Coo* cannot deliver within 14 days after the customer has urged him to do so in writing or if the parties have agreed upon otherwise.

Article 17 Actual delivery

1. The customer must ensure that the actual delivery of the products ordered by him can take place in time.

Article 18 Transport costs

1. Transport costs are paid by the customer, unless the parties have agreed upon otherwise.

Article 19 Packaging and shipping

1. If the package of a delivered product is opened or damaged, the customer must have a note drawn up by the forwarder or delivery person before receiving the product. In the absence of which *the Crafty Coo* may not be held liable for any damage.
2. If the customer himself takes care of the transport of a product, he must report any visible damage to products or the packaging prior to the transport to *the Crafty Coo*, failing which *the Crafty Coo* cannot be held liable for any damage.

Article 20 Storage

1. If the customer orders products later than the agreed delivery date, the risk of any quality loss is entirely for the customer.
2. Any extra costs as a result of premature or late purchase of products are entirely at the customer's expense.

Article 21 Guarantee

1. The warranty relating to products only applies to defects caused by faulty manufacture, construction or material.
2. The warranty does not apply in the event of normal wear and tear and damage resulting from accidents, changes made to the product, negligence, or improper use by the customer, or when the cause of the defect cannot clearly be established.
3. The risk of loss, damage or theft of the products that are the subject of an agreement between the parties, will pass on to the customer when these products are legally and/or factually delivered, at least are in the power of the customer or of a third party who receives the product for the benefit of the customer.

Article 22 Indemnity

1. The customer indemnifies *the Crafty Coo* against all third-party claims that are related to the products and/or services supplied by *the Crafty Coo*.

Article 23 Complaints

1. The customer must examine a product or service provided by *the Crafty Coo* as soon as possible for possible shortcomings.
2. If a delivered product or service does not comply with what the customer could reasonably expect from the agreement, the customer must inform *the Crafty Coo* of this as soon as possible, but in any case within 7 days after the discovery of the shortcomings.
3. Consumers must inform *the Crafty Coo* of this within 14 days after detection of the shortcomings.
4. The customer gives a detailed description as possible of the shortcomings, so that *the Crafty Coo* is able to respond adequately.
5. The customer must demonstrate that the complaint relates to an agreement between the parties.
6. If a complaint relates to ongoing work, this can in any case not lead to *the Crafty Coo* being forced to perform other work than has been agreed.
7. Minor and/or industry-standard deviations and differences in quality, number, size or finish cannot be invoked against the seller.

Article 24 Giving notice

1. The customer must provide any notice of default to *the Crafty Coo* in writing.
2. It is the responsibility of the customer that a notice of default actually reaches *the Crafty Coo* (in time).

Article 25 Joint and several Client liabilities

1. If *the Crafty Coo* enters into an agreement with several customers, each of them shall be jointly and severally liable for the full amounts due to *the Crafty Coo* under that agreement.

Article 26 Liability of the Crafty Coo

1. *the Crafty Coo* is only liable for any damage the customer suffers if and insofar as this damage is caused by intent or gross negligence.
2. If *the Crafty Coo* is liable for any damage, it is only liable for direct damages that results from or is related to the execution of an agreement.
3. *the Crafty Coo* is never liable for indirect damages, such as consequential loss, lost profit, lost savings or damage to third parties.
4. If *the Crafty Coo* is liable, its liability is limited to the amount paid by a closed (professional) liability insurance and in the absence of (full) payment by an insurance company of the damages the amount of the liability is limited to the (part of the) invoice to which the liability relates.
5. All images, photos, colours, drawings, descriptions on the website or in a catalogue are only indicative and are only approximate and cannot lead to any compensation and/or (partial) dissolution of the agreement and/or suspension of any obligation.

Article 27 Expiry period

1. Every right of the customer to compensation from *the Crafty Coo* shall, in any case, expire within 12 months after the event from which the liability arises directly or indirectly. This does not exclude the provisions in article 6:89 Dutch Civil Code.

Article 28 Dissolution

1. The customer has the right to dissolve the agreement if *the Crafty Coo* imputably fails in the fulfilment of his obligations, unless this shortcoming does not justify termination due to its special nature or because it is of minor significance.
2. If the fulfilment of the obligations by *the Crafty Coo* is not permanent or temporarily impossible, dissolution can only take place after *the Crafty Coo* is in default.
3. *the Crafty Coo* has the right to dissolve the agreement with the customer, if the customer does not fully or timely fulfil his obligations under the agreement, or if circumstances give *the Crafty Coo* good grounds to fear that the customer will not be able to fulfil his obligations properly.

Article 29 Force majeure

1. In addition to the provisions of article 6:75 Dutch Civil Code, a shortcoming of *the Crafty Coo* in the fulfilment of any obligation to the customer cannot be attributed to *the Crafty Coo* in any situation independent of the will of *the Crafty Coo*, when the fulfilment of its obligations towards the customer is prevented in whole or in part or when the fulfilment of its obligations cannot reasonably be required from *the Crafty Coo*.
2. The force majeure situation referred to in paragraph 1 is also applicable - but not limited to: state of emergency (such as civil war, insurrection, riots, natural disasters, etc.); defaults and force majeure of suppliers, deliverymen or other third parties; unexpected disturbances of power, electricity, internet, computer or telecoms; computer viruses, strikes, government measures, unforeseen transport problems, bad weather conditions and work stoppages.
3. If a situation of force majeure arises as a result of which *the Crafty Coo* cannot fulfil one or more obligations towards the customer, these obligations will be suspended until *the Crafty Coo* can comply with it.
4. From the moment that a force majeure situation has lasted at least 30 calendar days, both parties may dissolve the agreement in writing in whole or in part.
5. *the Crafty Coo* does not owe any (damage) compensation in a situation of force majeure, even if it has obtained any advantages as a result of the force majeure situation.

Article 30 Modification of the agreement

1. If, after the conclusion of the agreement and before its implementation, it appears necessary to change or supplement its contents, the parties shall timely and in mutual consultation adjust the agreement accordingly.

Article 31 Changes in the general terms and conditions

1. *the Crafty Coo* is entitled to amend or supplement these general terms and conditions.
2. Changes of minor importance can be made at any time.
3. Major changes in content will be discussed by *the Crafty Coo* with the customer in advance as much as possible.
4. Consumers are entitled to cancel the agreement in the event of a substantial change to the general terms and conditions.

Article 32 Transfer of rights

1. The customer cannot transfer its rights deriving from an agreement with *the Crafty Coo* to third parties without the prior written consent of *the Crafty Coo*.
2. This provision applies as a clause with a property law effect as referred to in Section 3:83 (2) Dutch Civil Code.

Article 33 Consequences of nullity or annulability

1. If one or more provisions of these general terms and conditions prove null or annulable, this will not affect the other provisions of these terms and conditions.
2. A provision that is null or annulable shall, in that case, be replaced by a provision that comes closest to what *the Crafty Coo* had in mind when drafting the conditions on that issue.

Article 34 Intellectual property

1. *the Crafty Coo* retains all intellectual property rights (including copyright, patent law, trademark law, drawing and model law, etc.) on all products, designs, drawings, writings, carriers with data or other information, quotations, images, sketches, models, etc., unless the parties have agreed otherwise in writing.
2. The customer may not copy, show to third parties and/or make them available or use them in any other way without the prior written consent of *the Crafty Coo*.

Article 35 Applicable law and competent court

1. Dutch law is exclusively applicable to all agreements between the parties.
2. The Dutch court in the district where *the Crafty Coo* is established is exclusively competent in case of any disputes between parties, unless the law prescribes otherwise.
3. The applicability of the Vienna Sales Convention is excluded.
4. If one or more provisions of these general terms and conditions are regarded as unreasonably onerous in legal proceedings, the other provisions will remain in full force and effect.

Drawn up on 09 April 2022.