

**Each order is considered an explicit acceptance of the general conditions set by the purchaser.**

## **SELLER**

The website and webshop <http://www.annapops.be> owned by:

Anna Pops handmade leather shoes

Tina Daem

Eugeen Bosteelsstreet 10

9300 Aalst - Belgium

T: 0032(0)53 41 57 39

E: [info@annapops.be](mailto:info@annapops.be)

Manager: Tina Daem

VAT: BE 0861.048.808

## **PRODUCTS**

### **Availability**

Our shop offers articles we sell in our shop 'Anna Pops' in Aalst, Belgium. If an item you just selected is also selected by a customer in the shop in Aalst, we reserve the right to continue to serve the shop customer. However, we hope - by our large collection - to exclude this as much as possible, and to serve all our customers as desired. If this does occur, we will contact you so you can revise the order - if desired. You will be refunded for the items immediately.

### **Colour**

'Anna Pops' attempts to display the items as accurately as possible. However, keep in mind that factors such as a computer screen can show small deviations from reality.

### **Sizes**

The size you order is in accordance with the size mentioned on the product. Shoe sizes differ however, from one brand to the other. In case of a wrong size, you can return the item. Are you unsure about the size, please send us an e-mail. We will measure the inner size of the requested shoe and advice you.

### **Price**

All prices on Anna Pops include VAT. You see the price of the smallest size. To indicate the correct price, select the right size. Additional costs such as shipping are not included. These are clearly communicated in the overview for pay off. You can consult the shipping rates on the site.

### **Payment**

Secure payment

We offer the following payment methods: PayPal and bank transfer. Your order must be paid immediately.

We use the highly secure payment environment PayPal. This Payment Provider provides a secure handling of transactions. Your details will be sent encrypted over a secure line. When we receive your payment, we will process your order ASAP.

If the issuer of your card refuses to agree with your payment to us, we cannot be held responsible for delays in delivery and / or non-delivery of your order. Orders without valid payment in the name of the registered cardholder will not be accepted or processed.

### **Delivery**

Your order will be dispatched within three business days after receiving your payment, unless otherwise stated. We are not responsible for damage, loss or other problems during shipping. We do our utmost to avoid these potential problems.

### **VALIDITY OF ELECTRONIC COMMUNICATIONS**

When you visit our website and/or place an order, you are communicating with us electronically and you accept that all agreements, publications and other communications that we provide electronically have the same legal validity as written documents.

### **SITE LINKS / INTELLECTUAL PROPERTY**

You can always consult the website 'Anna Pops' [www.annapops.be](http://www.annapops.be). External commercial use of this website and its information is only allowed with written permission. No part of this website may be copied, stored and/or distributed for commercial purposes without written permission from Anna Pops.

'Anna Pops' is not responsible for external websites and social media to which it is possibly linked.

### **OTHER INFORMATION**

#### **Exchange and Returns**

You may send your exchange or return request to us online by e-mail [info@annapops.be](mailto:info@annapops.be). You must enter your e-mail address for verification.

The articles that you bought at Anna Pops, can be exchanged or returned without reason for 14 days from delivery. You pay the shipping costs. You send the shoes or accessories (undamaged and complete) on your costs. Anna Pops sends exchanged shoes or accessories back to you on their costs (once).

In case of return (all in good condition and undamaged), Anna Pops will return the money within 30 days to the account of the customer. The amount will be transferred via PayPal account, or if required by bank transfer back to your account. Anna Pops will only deduct the original shipping costs.

The shoes can be returned when:

- The exchange takes place within 14 days after receiving your order.
- The shoes are still in their original state of dispatch, the shoes must be unworn and in their original box to be returned.
- Outlet shoes cannot be returned or exchanged.
- The risk of returning (sending) is entirely with the customer.

### **Liability**

The content of this site has been composed with the greatest care. Anna Pops cannot exclude that certain information is incorrect and/or incomplete. Anna Pops is not responsible for the consequences of incorrect or incomplete information on its website. Anna Pops is not responsible for typing, typesetting and printing errors which unintentional price differences are communicated. If this occurs then the price will be modified by Anna Pops as soon as possible.

### **Privacy**

All personal information will only be used by Anna Pops and will never be made available to third parties unless necessary for payment transactions and delivery of the order.

### **Force Majeure**

In case of force majeure we are not obliged to fulfil our commitments. In that case, we can either suspend our obligations for the duration of the force majeure or terminate the agreement.

Force majeure is any circumstance beyond our control and which prevents a partial or complete fulfilment of our obligations. Hereby we understand, among other things, strikes, fires, business disturbances, power failures, failures in (telecommunication) networks or connections or communications and/or the inaccessibility of our website, non or late delivery by suppliers or other third parties ...

### **Complaints and disputes**

We always hope that all our customers are 100% satisfied. If you do have complaints on our services, you can contact us via our contact page on our website or by sending an email to [info@annapops.be](mailto:info@annapops.be). We will handle your complaint within 7 days.

All agreements that we conclude with our customers, wherever they live, only apply the Belgian law. The courts of Dendermonde are competent to take note of all disputes, or chosen by Anna Pops, any other court having jurisdiction under the rules of the Judicial Code. If for reasons of international law yet another law is applicable, will in the interpretation of these general conditions in the first place to revert to the Belgian Law on Market Practices and Consumer Protection.