

Additional general conditions MvB InZicht online store

1. Definitions

- 1.1. General terms and conditions: the general terms and conditions of MvB Inzicht and the labels that form part thereof.
- 1.2. Additional general terms and conditions: these additional general terms and conditions for the online store of MvB InZicht
- 1.3. MvB InZicht: MvB InZicht (Chamber of Commerce no. 09204926), Hond Inzicht, Hersenwerk voor Dieren, Coachen naar Inzicht, VIK Kennisplatform and the online store.
- 1.3. Product: the physical products offered in the online store of MvB InZicht.
- 1.4. Buyer: the person who purchases a product in the online store of MvB InZicht.
- 1.5. Agreement: every agreement between MvB Inzicht and the buyer.
- 1.6. Parties: MvB Inzicht and buyer together.
- 1.7. Written: by letter or by email.

2. Applicability

- 2.1. These additional general terms and conditions apply to every offer of a product in the MvB InZicht online store. These additional general conditions do not apply to the services and trainings offered in the online store.
- 2.2. The general terms and conditions of MvB InZicht are also applicable to the online store of MvB InZicht unless an exception is made in these additional general terms and conditions.
- 2.3. Any general conditions of the buyer are hereby explicitly rejected.

3. The offer

- 3.1. The offer may be limited in time or be conditional. This shall be stated with the offer.
- 3.2. The offer contains a complete and accurate description of the offered products. The description is sufficiently detailed so that the buyer can make a proper assessment before concluding the agreement. If MvB InZicht makes use of pictures, they are truthful images of the products offered. Obvious mistakes or obvious errors in the offer do not bind MvB InZicht.
- 3.3. Each offer contains all necessary information, so that it is clear to the buyer what his rights and obligations are, which are connected to the acceptance of the offer.

4. Conclusion of the Agreement

- 4.1. The agreement is established after the buyer has accepted the offer of MvB InZicht.
- 4.2. If the buyer has accepted the offer electronically, MvB InZicht will immediately confirm the receipt of the acceptance of the offer in writing. As long as the receipt of this acceptance has not been confirmed by MvB InZicht, the buyer can dissolve the agreement.
- 4.3. MvB InZicht adds all information and data necessary to the order.

5. Right of revocation

- 5.1. The buyer has a cooling-off period of 14 days with regard to the purchase of a product. During this period, the purchase may be cancelled without giving any reason.
- 5.2. The cooling-off period commences after the buyer has received the product.

5.3. During the cooling-off period, the buyer will handle the product and the packaging with care. They will only unpack the product to determine the nature, characteristics and functioning of it. In other words, the buyer may only handle and inspect the product as they would in a shop.

5.4. If the buyer wishes to make use of the right of withdrawal, they can do so by

- filling in the return form on the website

- return the product with all delivered accessories, if reasonably possible in original condition and packaging, according to the instructions provided by MvB InZicht.

5.5. The costs for the return shipment are to be paid by the buyer.

5.6. After returning the product, MvB InZicht will refund the cost price.

5.7. For data carriers (such as CDs, DVDs, etc.) which are no longer sealed, no right of withdrawal applies.

6. Prices

6.1. All prices quoted by MvB InZicht are in Euros, including VAT and excluding any other costs such as administration costs, levies and travel, shipment or transport costs, unless explicitly stated or agreed upon otherwise.

7. Warranty

7.1. MvB InZicht delivers products that meet the agreement, the specifications mentioned in the offer, the reasonable requirements of reliability and/or usability and the existing legal provisions and/or regulations on the date of conclusion of the agreement.

7.2. If a product does not comply with the conditions described in the previous paragraph, we will solve this within the legal framework.

8. Delivery of products

8.1. Delivery of ordered products shall take place within 7 days to the address provided by the purchaser, unless a different delivery period has been agreed.

8.2. If the delivery has been delayed so that the product cannot be delivered within 7 days, the buyer will be notified. The delivery period will then be extended by 14 days.

8.3. If the product is not delivered within 21 days, the purchaser may dissolve the contract free of charge. The buyer will receive the paid price back from MvB InZicht within 14 days after dissolution of the agreement.

The Dutch text of these General Terms and Conditions shall prevail over versions in any other language.