General Terms and Conditions: Dutch Machine Shop

Article 1 - Identity of the entrepreneur

1. Trading name: Dutch Machine Shop

2. Registered address: Industrieweg 27, 9672 AP, Winschoten, The Netherlands

3. Email address: info@dutchmachineshop.com

4. Chamber of Commerce (KvK) number: 95141405

5. VAT identification number: NL005133481B38

Article 2 - Applicability

1. These general terms and conditions apply to every offer made by Dutch Machine Shop and to every distance agreement concluded between the entrepreneur and the consumer.

2. Before the agreement is concluded, the text of these terms and conditions will be made available to the consumer digitally.

Article 3 - The offer

1. The offer contains a complete and accurate description of the products. Images are a truthful representation of the products offered.

2. Obvious mistakes or errors in the offer (such as an obvious incorrect price) are not binding for Dutch Machine Shop.

Article 4 - The agreement

1. The agreement is concluded at the moment the consumer accepts the offer and complies with the stated conditions.

2. The agreement is finalized once Dutch Machine Shop has sent an order confirmation via email.

Article 5 - Right of withdrawal

1. The consumer can dissolve a purchase during a cooling-off period of 14 days without giving any reason.

2. This period starts on the day after the consumer receives the product.

Article 6 - Obligations during the cooling-off period

1. During the cooling-off period, the consumer shall handle the product and its packaging with care. The product may only be inspected to the extent necessary to determine its nature and characteristics, as would be permitted in a physical store.

2. The consumer is liable for any reduction in value caused by handling the product beyond what is permitted in paragraph 1.

Article 7 - Costs in case of withdrawal

1. The costs for returning the product are to be paid entirely by the consumer.

2. Dutch Machine Shop will refund the payment within 14 days after receiving the returned product.

Article 8 - Delivery and execution

1. Products in stock are shipped within 1-2 business days. For items not in stock, the delivery time stated on the website applies.

2. Dutch Machine Shop reserves the right to deviate from delivery times in case of force majeure (overmacht).

3. The risk of damage or loss rests with Dutch Machine Shop until the moment of delivery (insured shipping).

Article 9 - Payment

1. Payment must be made in advance via iDEAL, PayPal, or Credit Card.

2. The consumer is obliged to report inaccuracies in payment details provided to the entrepreneur immediately.

Article 10 - Warranty and Conformity

1. We guarantee that the product meets the specifications.

2. For consumables (such as drills and taps), the warranty is void in case of improper use, such as incorrect RPM settings, improper cooling, or use on unsuitable materials.

3. Damage caused by normal wear and tear is excluded from the warranty.

Article 11 - Complaints procedure

1. Complaints about the execution of the agreement must be fully described and emailed to info@dutchmachineshop.com.

2. The entrepreneur will respond to the complaint within a maximum of 14 days.

Article 12 - Disputes

3. These terms and conditions are exclusively governed by Dutch law.