

These are the general terms and conditions of sale and delivery of Cocoon Collectables, as presented on the website www.cocooncollectables.nl. Below is a summary of the main points from the terms:

Article 1: Definitions

- Cocoon Collectables is represented by Cocoon House BV.
- Customer refers to the consumer or legal entity with whom Cocoon House does business.
- Assignment/Delivery refers to the work or deliveries.
- Agreement refers to the agreement between Cocoon House and the Customer.
- Products are the goods that are delivered.
- Webshop refers to www.cocooncollectables.nl.

Article 2: Applicability

- These terms apply to all agreements between Cocoon House and the Customer.
- General terms and conditions of the Customer are rejected unless otherwise agreed.
- Deviations from these terms are only valid if Cocoon House confirms them in writing.

Article 3: The offer

- Offers and quotations from Cocoon House are without obligation and valid for 14 days.
- An agreement is concluded by acceptance of the order by Cocoon House.
- Prices are exclusive of government levies and other costs, unless otherwise stated.

Article 4: Formation of the Agreement

- The agreement is concluded upon receipt of a signed order confirmation or quotation from the Customer.
- When ordering via the webshop, the agreement is formed at the time of placing the order.
- Oral orders are deemed to have been concluded at the start of the execution, unless otherwise agreed.

Article 5: Vintage products

- Cocoon House offers vintage products with detailed descriptions and usage categories.
- Customers can view products in the showroom in Hilversum by appointment.
- Products can be reserved for up to seven days upon request.

Article 6: Distance selling

- Governs the purchase via the internet or by telephone for consumers, including the return policy and cooling-off period.

Article 7: Prices

- Prices are stated on the webshop and may be determined by Cocoon House.
- Prices are in euros and inclusive of VAT, unless otherwise stated. Vintage items are often subject to the "margin scheme."

Article 8: Payment

- Payment must be made immediately upon placing the order, unless otherwise agreed.
- Payment can be made via various payment methods, including iDeal and PayPal.

Article 9: Delivery

- Shipping costs are displayed during the ordering process or upon request.
- Cocoon House endeavors to deliver products in a timely manner, but a deadline is not binding.

Article 10: Returns

- Customers have a cooling-off period of 14 days for returning products.
- Costs for returns are borne by the customer unless the product is damaged, in which case it cannot be returned.

Article 11: Rental of Products

- Customers can also rent products at a weekly rate.
- A deposit is required and refunded upon return of the product.

Article 12: Suspension, cancellation, and termination

- Cocoon House may suspend obligations or terminate the agreement under certain circumstances.

Article 13: Transfer of risk

- The risk passes to the customer upon receipt of the goods, unless otherwise agreed.

Article 14: Warranties

- Cocoon House delivers products with the characteristics as stated on the website.
- Electronic devices are sold as collectibles and may not be suitable for daily use.

Article 15: Complaints procedure / advertising

- Complaints about visible defects must be reported immediately.
- Complaints about other defects must be reported within 14 days of discovery.

Article 16: Liability

- Cocoon House is not liable for indirect or consequential damages.
- Cocoon House's liability is limited to the invoice amount.

Article 17: Force majeure

- Cocoon House is not liable for delays or failures due to force majeure.

Article 18: Reservation of ownership

- Delivered products remain the property of Cocoon House until full payment has been received.

Article 19: Intellectual property

- Intellectual property rights to the products remain with Cocoon House or the supplier.

Article 20: Disputes

- Disputes will be submitted to the competent court in Amsterdam.

Article 21: Applicable law

- Dutch law applies to agreements between Cocoon House and the Customer.

The summary provides a concise overview of the terms, but it is always advisable to carefully read the full terms and conditions before making a purchase or entering into an agreement.