

# Terms & Conditions

With every order made that takes place and approval of our general terms and conditions, the customer has entered into a direct agreement.

## 1. Orders on SneakerMood.eu

- SneakerMood reserves the right at all times not to deliver at any time when a product is not available in our shop / inventory.
- As a moment it appears that the desired product is not in stock, we will contact the customer. We will offer the customer the following options; Cancel the order and refund the purchase price or offer an alternative.
- SneakerMood reserves the right to adjust or change the price of the offered products at any time.
- We cannot cancel your order after the payment has been made, we do accept returns.

## 2. Payments/Transactions

As SneakerMood we offer the following payment options;

IDEAL

PayPal

Mastercard ( credit card )

Visa ( credit card )

Bancontact

Klarna / Shop now, Pay later

Cash/Cash

- When confirming an order, you will receive by e-mail the chosen payment method mentioned in the invoice.
- If you have any questions about the transaction, SneakerMood can be contacted at any time via [administration@sneakermood.eu](mailto:administration@sneakermood.eu). Emails are usually handled within 48 hours.

### **3. Shipping of orders**

- SneakerMood uses Postnl & DHL Express to ship all orders in the Netherlands and the rest of the world. More information about shipping can be found on our shipments & returns page.
- SneakerMood reserves the right to waive additional costs for the shipment of goods outside the European Union. Think of customs duties or import costs. As a customer, you are responsible for this yourself.
- The indicated shipping time for our shipments are an indication. This indication period is based on reliable information from our shipping partner Postnl. More information about shipping can be found on our shipments & returns page.
- The moment your order leaves our warehouse you will receive an email with the corresponding Track & Trace code. You can use this to track your order.

### **4. Quality and damaged products**

- SneakerMood cannot be held responsible for the color difference based on the personalized settings of a computer or phone. These colors may differ from the actual colors of the product.
- SneakerMood checks each product for a number of requirements:

\* Unworn/ new condition

\* Authenticity

\* Damaged parts of the product and/or associated accessories.

As a result, when a product is damaged, we will check whether this claim has been rightly submitted. if this is the case, you will be notified and if available, a new product will be sent, otherwise you will receive a discount code / refund.

## **5. Return Policy**

- As a customer, you retain the right to return / exchange. The period for this is 14 days. This period starts from the moment the customer has received the product.

If you have changed your mind and want to return the product, think of the following steps.

SneakerMood only sells products in new condition if indicated, in case of an exchange or return, these are also expected back in no time.

That means new in undamaged box, unworn with our SneakerMood tags and any other accessories or accessories.

You can report a return at any time via [info@sneakermood.eu](mailto:info@sneakermood.eu)

When applying for your order number starting with ORD if you want to exchange, please mention the desired item number or product.

Your request will be processed within 24 hours. If approved, you will receive a 2nd email with shipping instructions. Pay attention. You choose a carrier/carrier yourself.

For this shipping period there are a maximum of 10 working days. SneakerMood is not responsible for loss or damage during shipment. Shipping costs are not reimbursed.

- Please note that all products from our sale will not be accepted as returns or exchanges.
- The refund or return must be requested and received back by us within 14 days (after receipt of your goods/ goods for which it has been signed)
- The customer reserves the right to cancel the order before the Track & Trace has been sent after which this is no longer possible.

## **6. Discount codes and other discounts**

- Discounts and discount codes are only valid when released by SneakerMood.
  - Discount codes can be applied when paying for an order and are not redeemable for cash or any other shop credit.

## **7. Content on SneakerMood.eu**

- All logos, images and videos are the property of SneakerMood or other parties for whom permission is provided.

## **8. On or eligible & questions**

- If you have any questions feel free to send them to [info@sneakermood.eu](mailto:info@sneakermood.eu).

Registered company information

SneakerMood.eu part of SneakerMood

Located in Arnhem

Marga Klompélaan 70

6836SM Arnhem

Netherlands

Registered with the Chamber of Commerce under number 75163152

With the VAT number known as: NL002368411B27