

A. Alcohol and minors (-18)

Given that Belgian Beer Factory© offers mainly alcoholic beverages, you are obliged to be at least 18 years old before visiting our site and certainly before you can place an order. This age limit is recorded on the one hand by law and on the other hand by ourselves. So regardless of your local legislation, you must be at least 18 years old before you can order. Also if your local legislation allows alcoholic consumption under the age of 18.

Most authorities have created these strict rules to protect young people against the consequences of alcoholic beverages. And good too. Of course we fully respect these measures and we do everything to comply with it. If you are still not convinced, read the consequences below:

For minors (-18), the use of alcoholic beverages has additional adverse effects, since their body is still under development.

The younger one starts with drinking, the higher the chance that one can later have serious addiction symptoms of it.

Minors have more likely to run alcohol poisoning.

... and many more reasons why minors should not use alcohol.

If you are a minor, it is simply forbidden to continue than this page throughout our shop to 'brows'. This is therefore the reason why you must indicate that you are of age, when visiting our website. If you have confirmed this affirmative, it is also your own responsibility to visit our shop.

If you place an order with us, regardless of whether it is for yourself or for someone else, you automatically confirm that both you, and the receiver is of age. During the checkout process we will also ask for your date of birth. This will therefore determine whether or not you can order from us. This date of birth is also printed on the invoice (= transport document). When delivery of the package, the authorized carrier will ask for your date of birth as shown on the invoice. If your answer does not agree with what is on the invoice, the carrier will refuse the delivery. If necessary, the conveyor naturally has the option to request identification. If you reject this, the order will also not be delivered. We also, as a Belgian Beer Factory©, also have the right to ask identification at any time.

IMPORTANT: In most cases our email address is used for questions regarding an order or our assortment. However, you had to have questions regarding alcohol consumption / abuse, consequences from ... you can of course always contact us.

B. How can you order?

Throughout our entire webshop you can visit all kinds of product pages. Through these pages you have the option to add a product to your shopping basket. You simply do this by clicking on 'In shopping cart'. After this click, of course you have the option to add other products. Once you have added enough products, you can obtain an overview of your entire order via the shopping basket at the top right. You can complete the order via this page. You will then be kindly asked to enter your customer and delivery data. As well as the desired shipping and payment method. You must of course accept the General Terms and Conditions. Once the payment is then completed, the order has been completed. After this a confirmation email is sent to you. Not much later you will receive another mail when the order is packed and when

the beers have left our warehouse.

If you are a professional customer and unfortunately do not have the opportunity to order the desired products via our shop, you can always pass on your order via email. In such cases we also talk about placing an order and you also fall under these terms and conditions.

During the checkout process we will request all kinds of information to make the shipment as well as possible. Please note that as a customer / web visitor you are responsible for the correctness of this data. So when an error in this data suffers additional costs when delivering, we (Belgian Beer Factory©) are not responsible for these extra costs. However, our labeling system can detect most of the mistakes so that we can still contact you just before delivery. As a result, we have the option to have a large extent to 'check' the correctness of your data.

Did you still have questions about the settlement process, you can of course always contact us by mail.

C. Payment

Our price display

1.a. Within the EU

All prices of our products with Episode in BE, NL or the include your local VAT, excise duties and local empty goods costs. The sale of our beer glasses to all other countries is subject to Belgian VAT as long as the threshold amounts at remote sales are not achieved.

For professional purchases, we recommend that you send us an email because of the local taxes.

1.b outside the EU

However, the delivery address is outside the EU, you can also order all our products. In that case, 0% Belgian VAT will be charged and we add the right documents to enable good customs clearance for the recipient. Please note, beer deliveries to the US may require import licenses and other permits. Because in this case the customer is the importer, he is responsible for the import of the order.

Note that shipping costs will also be added during the checkout process depending on the weight and destination. For more information about our shipping costs, please refer to the 'Shipping costs' page.

Since the customer is the importing party without EU orders, he / she is responsible for compliance according to local import legislation. If the package is not accepted by customs, only the value of the returned products can be reimbursed minus any additional costs we have had with this return shipment and not the relevant shipping costs.

In addition, as a professional customer you can also create an account on our shop to see VAT free rates or wholesale prices. Depending on the country of destination, these prices

include or excluding taxes. This will be indicated in both cases.

Intra-Community orders

If you have placed an order with a VAT number registered in an EU country (except Belgium), please note that you are responsible to put this purchase in your intra-Community declarations. Under no circumstances can Belgian Beer Factory BVBA be liable for this.

D. Payment

How can I pay at Belgian Beer Factory©

Payments are made possible by pay.be. Pay.be makes it possible to calculate the following modalities:

VISA

MasterCard

ideal

Maestro

Bank transfer

Mister Cash

Giropay

Directing banking

The actual payment takes place in the settlement process, just after you have selected the desired payment method as a customer. Payment is then processed by Pay.be, after which the funds come to a neutral account. Since we work closely with payment providers, we recommend that they also check their terms and conditions for questions.

2. Are payment costs charged by Belgian Beer Factory©?

The answer is very simple: no. Outside of shipping costs, you will not be charged extra by us.

3. What if I want to purchase professionally?

We also treat orders for professional customers. This concerns beer bars, shops, large beer importers ... this is therefore mixed pallet shipments and container orders. For the moment only Belgian companies can pay in our shop. We recommend Non-Belgian companies to first contact us via mail in case they are interested in an order.

4. Can we return the products?

That can certainly be. And good too. This is because this is remote sales and as a standard you as a customer have the so-called 'right of withdrawal'. As a customer you can send your order as a customer up to 31 days after delivery. Note that this right no longer applies to confidence, personalized or damaged products. In other words, you can only return the non-lusty products with us. In this way we think of beer glasses, beer mats ...

However, the shipping costs for returning are for the customer's account. They are responsible for ensuring that the products come back to our warehouse. The customer is also responsible for good packaging. That is why we recommend that you do not immediately throw away our packaging, but to keep track of it. Once the returned products have arrived, you will receive a refund within 30 days. Please note that we can only take a refund of the

products that have arrived undamaged with us. In addition, the shipping cost is also not refunded. However, if you enjoyed free shipping because your order complied with the conditions, the standard shipping costs of the relevant country are still deducted from the amount to be deposited.

What if my order is simply not delivered? In that case, we recommend sending us an email with as much info as possible, such as delivery overview, any messages from DPD, DHL ..., address ... We will then start a study immediately. Since it is not easy for us to detect a package in such cases, we cannot immediately replace the amount or send a replacement order. Once there is clarity, we can only proceed to refund or send a new package. Of course you will be kept well informed by us in such cases.

Beer bottles labels

Breweries regularly change the labels of their beers. As long as it goes over the same beer, we are not bound to deliver the same bottles as shown on product images. If you want to be sure, receive a certain beer label, send us an email. If this does not happen, we cannot provide any refund or replacement beers.

5. And what about it?

In the event that a refund must happen, we will carry out this as quickly as possible. Note that we can only initiate a refund. Depending on your bank, this can take up to 30 days before the amount is back to your account. We understand that this can take care of inconvenience, but we notice that the funds are far back to the account with Belgian and Dutch customers.

As mentioned above, we work together with third parties, namely pay.nl. If you place an order with us, you suddenly agree to the terms and conditions of both partner companies.

E. Shipping

Delivery of the goods

Just after you have placed an order, you will receive a confirmation email with order information. Not much later you will receive another mail when your order has been packed. The latest mail that you will then receive is the mail with the tracking code. The package is currently picked up with us. From the first confirmation email, the purchase agreement between you as a customer and Belgian Beer Factory© is valid. For more precise delivery times we refer you to our 'Delivery time' page. Note that all time indications and estimates are only indicative and that they are never binding to us. We therefore recommend that you close the tracking code and ensure that you (or someone else) are at home at the time of delivery.

Throughout the settlement process we will request all kinds of data needed to guarantee successful delivery. Please note that as a customer / web visitor you are responsible for the correctness of this data. So when an error in this data suffers additional costs when delivering, we (Belgian Beer Factory©) are not responsible for these extra costs. However, our labeling system can detect most of the mistakes so that we can still contact you just before delivery. As a result, we have the option to have a large extent to 'check' the correctness of your data. As indicated, this data will also be passed on to third parties (such as courier services ...) in order to make a successful delivery possible. We hereby have the full respect for your privacy and to treat your data with respect. For this we also refer to the 'privacy (cookies)' page.

Belgian Beer Factory© will do everything to deliver the orders as quickly as possible or deliver to your needs. However, we are not responsible for delays outside our power. For this we also ask your understanding had to occur such situations. We think of local strikes, safety reasons ...

Even though we spend the best attention to the packaging, it will always be possible that a product is damaged. In this case we recommend that you send us an email along with a photo of damage and the order number. That way we can offer you a solution for the damaged package. For more information about our packaging strategy we refer to the 'Packaging' page.

2. Shipping costs

Shipping costs will be charged through the settlement process. These are calculated depending on the weight and destination. Depending on the destination, this shipping rate will also include or excluding VAT. For shipments to private individuals outside the EU, no VAT will be charged. No VAT will also be charged for shipments to non-Belgian VAT registered companies, since it concerns intra-Community shipments. For exact rates we refer to our 'Shipping costs' page. Note that the shipping cost here is shown by weight of weight. So this is the price for sending to a certain weight. For example, for shipments to Belgium, this is approximately 31.5 kg (€ 5). If your order weighs 40 kg, you pay € 10 shipping.

3. Obligations towards local authorities

Belgian Beer Factory© naturally respects and follows all national and international laws. This concerns all kinds of laws, including remote sales, alcohol legislation, corporate legislation ... but ensure that, regardless of whether you purchase private or professionally, are yourself responsible for the obligations that you have towards your local authorities. In this case we can never be held liable for your responsibilities or for non-compliance with this. If you visit our website or you place an order with us, then you agree. For further explanation regarding taxes, obligations ... you will find more information on our 'Taxes' page.

As mentioned earlier, Belgian Beer Factory© lives all local and international laws and we therefore ensure that all documentation is in order to make such a smooth delivery possible delivery. However, if the seizure or extensive control of an order, please note that we are not responsible, since this is outside our control. Of course we do everything in this case to allow delivery as soon as possible to run and spotless possible. In such situations, it may also be that local authorities, other competent, transporters ... gain access to your data such as those appeared on our website. In that case we respect privacy legislation, but we are not responsible for the way that third parties deal with this data. In such cases, we also recommend contacting the local customs office for more clarity.

As a consumer you have the so-called 'right of withdrawal'. However, to apply this right to our offer, you are responsible as a customer for the packaging and the return costs of the shipment. For more information about the right of withdrawal, we refer to D. Payment - 4. We can return the products' above.

4. Damaged or incomplete

If the order is delivered it is the responsibility of the customer to check the order for

completeness and possible damage. Insidentiality or damage had to be the responsibility of the customer to report this within 14 days after delivery, including prospects for this and order numbers. If the report takes place within 14 days, we can come together to a solution. If not coming here within 14 days, the customer unconditionally accepts the full order. In addition, the customer therefore suddenly confirms that Belgian Beer Factory© has fulfilled his obligations.

5. Complaints

Did you have to have complaints or questions regarding the service, invoice ... you can always reach us at this email address: info@belgianbeerfactory.com. We will assist you as soon as possible. You can also always send us a complaint by post to Wenenstraat 9, 2321 more, in the name of Belgian Beer Factory© bvba.

All disputes are responsible for our registered office under the exclusive competence of the Belgian courts. Information about alternative dispute resolution can be found via this link: <http://ec.europa.eu/odc/> But we reserve the right to submit disputes exclusively to Belgian courts. In other words, you have a complaint that you want to propose legally, you can only place it with a Belgian court.

F. Internet is not always a safe medium

The internet is a widely used medium for communication, but certainly also for all kinds of trading activities. However, the internet is not 100% complete, just like any other medium. As a result, Belgian Beer Factory© cannot guarantee that your data is 100% secure with us or by third parties. This does not only apply to this website, but also for all our platforms, social networks ... using the internet to visit our online properties, you recognize these risks as a visitor / customer. This concerns data fraud, data corruption, unauthorized access, interceptions and delays. Of course we do everything to exclude and avoid this. However, your hardware or software had to be damaged during a visit to 1 of our properties, however, we are not liable for this. This is what with "consequential Damage" mentions and therefore not our responsibility.

Belgian Beer Factory© or a third party indicated by us can always make changes to our online platforms. For this we are not obliged to report this, as long as this falls within the legal framework.

The web visitor / customer also has the option to add content to our website, social networks, platforms ... Belgian Beer Factory© is in no way responsible for the content of these added content. If you find certain content, being published by us or third party, inappropriate, please contact us via mail so that we can come to a solution.

G. About us

Through the visit or use of our website, platforms, networks ... you agree to these terms and conditions. These General Terms and Conditions also prior to any general terms and conditions of other parties regarding the interests of Belgian Beer Factory© BVBA. Since we work with third parties for, for example, payment, delivery ... we recommend that you also view their terms and conditions.

Company name: Belgian Beer Factory BVBA
Country: Belgium
Street / number: Wenenstraat 9
Address: 2321 Meer
Mail: info@belgianbeerfactory.com
BE0718847006

H. Ground damage

Since we sell physical products, consequential damage is always possible. This is another fragile, fragile and alcoholic products, some consequential damage even greater. It is therefore also possible that products sold by Belgian Beer Factory© you or other parties damage. Under no circumstances can Belgian Beer Factory BVBA be responsible for this.

Example: You have just received an order, but you leave the heavy box at the foot of you or a third. Such incants fall outside of our responsibility and are for yourself.

I. HYPERLINKS

Our website, social networks, platforms ... can contain hyperlinks that link the web visitor to other website, networks or platforms. In such cases, Belgian Beer Factory© is not responsible for these other online websites, networks or platforms. If you place a certain content as a web visitor on our online properties, we are also not responsible for this content or hyperlinks and can delete Belgian Beer Factory© at all times. The fact that certain content can contain hyperlinks on our online properties does not mean that we want to push or recommend certain other content. Such content or hyperlinks are purely informative.

J. Language

Our website www.belgianbeerfactory.com has been translated into Dutch, English, German and French. The translation into German and French has been completed by means of a third translation website. This may be that certain content is not displayed correctly or translated. For questions or comments, we therefore recommend that you contact us by mail.

Other online properties of us could possibly also be translated, but the main language here is usually Dutch. Just like these terms and conditions. This applies to our official version only the Dutch version. The English-language, French-speaking and German-speaking are just translations to inform you in your own language. This of course does not mean that Belgian Beer Factory© is limited in his language policy. We, as a Belgian Beer Factory©, are completely free to add content in any language to our online properties.

Of course you are free to contact us in your own language, but ensure that we will only respond to Dutch or English in our communication. We are not obliged to use certain languages. By visiting or using our online properties, you agree to this condition.

K. The use of our goods

1. Minors

Given that Belgian Beer Factory© offers mainly alcoholic beverages, you are obliged to be at least 18 years old before visiting our site and certainly before you can place an order. This

age limit is recorded on the one hand by law and on the other hand by ourselves. So regardless of your local legislation, you must be at least 18 years old before you can order. Also if your local legislation allows alcoholic consumption under the age of 18.

More information about this can be found at the top of our terms and conditions or on our page '-18 = No Alcohol'.

2. Alcoholic products

Given that we mainly sell alcoholic products, we are at the height of the consequences of alcohol consumption and abuse. We strongly recommend that you consider our products considered and in very limited quantities. Hereby we naturally follow national and international laws, but nevertheless you can order quantities of alcoholic beverages for each order. This does not mean that all these drinks can be consumed in 1 time. We also highly recommend this. By visiting our online properties or placing an order, you therefore also agree that you are responsible for the way you consume your order, with associated consequences.

IMPORTANT: In most cases our email address is used for questions regarding an order or our assortment. However, you had to have questions regarding alcohol consumption / abuse, consequences from ... you can of course always contact us. Below you have our contact details:

3. Vastable products

The majority of our products have an expiration date. We put everything in the work to sell exclusively not expired products. However, it may be that due to certain circumstances outside our responsibility, your order has a delay. Wanted to purchase a product in the meantime, please contact us via email. With attached a photo of the date on the product, the order number and the invoice. That way we can work out a fee together.

4. Resale or use

As a customer you can indicate whether you want to purchase our products as a private or business customer as a customer. In both cases you are responsible for the genomic decision and associated consequences. In other words, if you order products to us as a private customer, they may under no circumstances be sold. If you do, we are not responsible for possible taxes, fines, sanctions ... that you can be imposed as a result of your actions. In case you place an order as a business customer, you are responsible for correct handling of your obligations towards the authorities. Under no circumstances can Belgian Beer Factory© be responsible for obligations that you have with regard to authorities.

The same applies if you receive the ordered products and then sends to another destination. In such cases you are responsible for all additional obligations and consequences for sending our products to the new destination. This applies to both the private and business customer.

L. Rights and property

1. Products

As long as the actual payment is not accomplished, the goods remain the property of Belgian Beer Factory©. In addition, the responsibility of the products will transfer from the moment that the goods are picked from the warehouse. Regardless of whether the payment has already been completed. Additional costs for a cancellation can therefore be charged in this phase of the handling. Once the payment has been completed, ownership is transferred to the customer.

2. Intellectual Property and Brand Law (©)

The Belgian Beer Factory© brand together with all accompanying design elements such as logo, colors ... is owned by Belgian Beer Factory, where Belgian Beer Factory makes this available to Belgian Beer Factory BVBA on a royalty free license. The use of the Belgian Beer Factory© brand by Belgian Beer Factory BVBA can be limited at any time Belgian Beer Factory. ©2019

M. Disclaimer

Visiting the online platforms (website, networks, etc.) is at your own risk and Belgian Beer Factory© will in no case be responsible for the actual content, photos, consequences ... all the content you on our online property Can find, purely informative and we can under no circumstances be responsible for possible incorrect, incomplete, incorrect, unreliable and inappropriate content.

Notwithstanding, Belgian Beer Factory© will make every effort to keep our content up to date, correct, check it, however, you had to have comments about our content, you can always contact us via email. In that case we will investigate this and make the necessary adjustments.

As mentioned earlier, the web visitor / customer has the ability to add content to our online properties. Under no circumstances is Belgian Beer Factory© responsible for this.

Of course we do everything to make our online properties as user-friendly as possible. Please note that we collaborate with third parties, such as hosting companies, web developers ... so we cannot be held liable in the event that the website has shortcomings regarding up time, design ...

If you visit our website or you place an order with us, all kinds of information will be passed on to us. That information will partially be passed on to third parties, for example, to allow delivery possible. Since it usually goes here to your personal information, we recommend that you also take a look at our privacy disclaimer. Here you will also find more information about the use of cookies.

N. Agreement with our Terms and Conditions

If you visit our online properties or you place an order you will agree unconditionally with these terms and conditions. Already in doing you not only agree, but you also put everything in work to achieve our terms and conditions and remedy abuse. These general terms and conditions have been prepared by Belgian Beer Factory© and Belgian Beer Factory© is the only party that can make changes or add additions to these general terms and conditions. Given that these general terms and conditions are so important for the protection of both

Belgian Beer Factory© and the customer / web visitor, we will ask through the checkout process to accept these Terms and Conditions. This acceptance is therefore suddenly binding for you as a customer / web visitors.

O. Future adjustments

1. On the general terms and conditions

These general terms and conditions relate to the visit and use of our online properties. Belgian Beer Factory© has the right to make adjustments to these general terms and conditions at all times without reporting. As a result, we recommend that you as a web visitor / customer to look at our Terms and Conditions regularly and certainly for every order, since you should always agree before ordering the order. Incorrect and adapted info will of course be removed after correction or adjustment.

2. With our online properties

All content that you can find on our online properties is only informative, temporarily and not binding. As a result, we cannot exclude that changes will be made to our content. We are therefore never responsible for content that has been on our online properties in the past. Given that we are actually constant 'in maintenance', we ask your understanding and we recommend that you contact us in the event of ambiguities or questions.

Breweries and other providers of our trade products or online content, continuously adjust their 'look and feel'. Please note that at such adjustments we can only respond later, since we are with stock themselves and it is not always clearly communicated. We will always do everything to keep all content up to date and therefore correctly display. However, we are not responsible for changes made by our suppliers.

P. Communication

For us, there are different ways to communicate with web visitors / customers... This is mainly done via email (Gmail and others), but also via our online platforms, networks... The content communicated here is purely informative and can be in no way binding on Belgian Beer Factory©, employees, representatives, third parties... Nor are we responsible for any failure or shortcomings of these means of communication. This is unfortunately beyond our control.

Q. Suppliers Belgian Beer Factory BVBA

Under no circumstances can Belgian Beer Factory BVBA be held responsible for obligations that our suppliers have towards the authorities. This concerns both the Belgian and non-Belgian authorities. We are thinking in particular of the VAT obligation that rests on our suppliers when supplying Belgian Beer Factory BVBA. In the event that our supplier does not fulfill this obligation, Belgian Beer Factory BVBA can under no circumstances be sued.

Of course we always do the necessary research to see whether sales are made with a valid VAT number. Every order we place with our suppliers is confirmed or passed on by e-mail. The relevant emails clearly refer to our Terms and Conditions and by confirming or responding to the order, you agree to these Terms and Conditions.

Replying to emails:

Belgian Beer Factory© will do everything it can to answer your email within 3 working days. However, due to circumstances it may happen that this is a little later. Please take this into account. Of course you can always send a reminder.

R. Applicable law

These General Terms and Conditions relate to Belgian law and are based on it. The Antwerp legal district has exclusive competence in this regard.

S. Taxes

Here you will find more information about ordering from Belgian Beer Factory© and the associated taxes:

Within the EU

Private customers : Belgian Beer Factory© pays the VAT in the country of destination via the OSS system. Because we only send beer to Belgium, the Netherlands and Germany, we also pay the excise duties on these purchases through fiscal representation. The private customer is therefore in no way responsible for taxes or import duties within the EU

Professional customers: If you have ordered with a valid intra-Community VAT number confirmed by the VIES system, you will receive an intra-Community invoice within 30 working days of ordering.

Outside of the EU

Depending on the country of destination, the private and professional customer located in a country outside the EU will be subject to local VAT, excise duties and/or import duties. To know the correct rates, we recommend that you contact the local authorities. In cooperation with UPS we make sure that the local taxes and/or import duties can be paid. So we take care of the administration. Payment of the taxes and/or import duties is the responsibility of the customer.

IMPORTANT : the one and only valid Terms and Conditions is the Dutch version. For the English, German and French translation we used third party translation sites. Therefore this content is not always 100% correct. Therefore we refer to our Dutch Terms and Conditions. The translation to English, German and French is mere informative.

Contact via email : info@belgianbeerfactory.com

[Here](#) you can download our Terms and Conditions in PDF-file

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