

General Terms and Conditions – Griffioen Furniture

Article 1 – Definitions

1. **Company:** [Company Name], established in [city], registered with the Chamber of Commerce under number [number].
2. **Consumer (B2C):** natural person acting outside the course of business or profession.
3. **Business Customer (B2B):** a natural or legal person acting in the course of business or profession.
4. **Products:** all furniture and related products offered by the Company, including custom-made items.
5. **Custom-Made Products:** products manufactured according to the customer's specific requirements.

Article 2 – Applicability

1. These general terms and conditions apply to all online offers, orders, agreements, and deliveries of the Company.
2. By placing an order through the website, the customer agrees to these terms and conditions.
3. Deviations are only valid if agreed upon in writing.
4. Any general terms and conditions of the customer are expressly excluded.

Article 3 – Online Offer and Agreement

1. The online offer is presented as accurately as possible. Minor deviations in color, texture, or dimensions may occur.
2. An agreement is concluded once the Company has confirmed the order by email.
3. The Company reserves the right to refuse orders in case of doubts regarding availability, payment, or fraud.

Article 4 – Prices and Taxes

1. All prices are stated in euros.
2. Prices for consumers include VAT; prices for business customers may be shown excluding VAT.
3. For international deliveries, import duties, local taxes, and customs charges may apply and are borne by the customer.

Article 5 – Payment

1. Payment shall be made via the online payment methods offered.
2. For B2B customers, payment by invoice may be possible if agreed in advance.
3. In the event of late payment, the customer shall be in default by operation of law.

Article 6 – Delivery and International Shipping

1. Delivery times are indicative and may vary, especially for custom-made products or international shipments.
2. International delivery times depend on carriers and customs procedures.
3. The risk of damage or loss transfers to the customer at the time of delivery.

Article 7 – Custom-Made Products

1. The right of withdrawal does not apply to custom-made products for consumers.
2. Custom-made orders cannot be modified or canceled after placement.
3. The customer is responsible for providing correct measurements and specifications.

Article 8 – Right of Withdrawal (B2C only)

1. Consumers have the right to return standard products within 14 days of receipt.
2. Return shipping costs are borne by the consumer unless agreed otherwise.
3. The right of withdrawal is excluded for custom-made products.

Article 9 – Warranty and Complaints

1. The Company guarantees that products meet normal standards of use.
2. Complaints must be reported in writing within 7 days after delivery.
3. Warranty becomes void in the event of improper use, insufficient maintenance, or modifications made by the customer.

Article 10 – Liability

1. The Company is not liable for indirect or consequential damages.
2. For B2B customers, liability is limited to the invoice amount of the relevant product.
3. For consumers, statutory liability provisions apply.

Article 11 – Force Majeure

1. In the event of force majeure, the Company is entitled to suspend delivery or terminate the agreement.
2. Force majeure includes, among other things, transport disruptions, strikes, pandemics, and material shortages.

Article 12 – Retention of Title

1. All delivered products remain the property of the Company until full payment has been received.

Article 13 – Applicable Law and Disputes

1. All agreements are governed by Dutch law.
 2. For consumers, the law of the country of residence also applies insofar as mandatory legal provisions require this.
 3. Disputes shall be submitted to the competent court in the Netherlands.
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