

DYNAMIC

CLEAN | LUBE | ASSEMBLE | PROTECT

General terms and conditions – Dynamic Bike Care

These are our general terms and conditions. Together with the references contained herein, these terms and conditions apply to any agreement that we enter into with you.

The address of Dynamic Bike Care B.V. is Slotenmakerstraat 11, 2672GC Naaldwijk, registered with the Dutch Chamber of Commerce – Kamer van Koophandel – under number 77626613.

Should you have any questions, please do not hesitate to contact us via info@dynamicbikecare.com. You can also reach us by phone: +31-850220362. .

We reserve the right to amend these Terms from time to time. By entering into an agreement with us, you agree that the most recent version of our terms and conditions will always apply.

Article 1 - Products

We sell cycling products..

Article 2 - Registration

To order a product, you have to register for our service. For this, you need to provide personal information to us. You declare that you accurately provide such information and that you will keep such information up to date. We take great care in protecting your personal information (personal data). For more information, please look at our privacy statement (as published on our website). Please ensure you will use strong passwords only and that your passwords are kept secret. You are responsible for safeguarding this information and any abuse of your account resulting from the loss of this information, is for your own risk.

Article 3 - Payments

The (total) price of our Products are indicated in our webshop. You pay through our online payment service; Mollie is the payment service provider. Any shipping costs will be borne by you.

Article 4 - Delivery

We will deliver your product to the address you have specified. Once we have

dispatched your product, we can no longer amend the address. DPD or any other delivery service company is our fulfilment partner and handles distribution of our products. When your product is dispatched, we will give you a track & trace code, which gives you the opportunity to trace your product. We undertake to deliver products as soon as possible. If a delivery is delayed, we will notify you via e-mail. We guarantee that a delivery will always be made within 30 days of our order confirmation. If we do not meet that guarantee, you have the option to (a) request an immediate refund of the purchase price for the product(s), or (b) request that we send a product that replaces the initial product.

Article 5 - Returns

You can always return a product, provided you do so within 14 days of receipt (the "withdrawal Period"). To return products, you can fill out the return-form, or send an email to info@dynamicbikecare.com. Upon confirmation by us, you must send the product back within 14 days. We will fully refund the purchase price within 14 days after having received your returned product.

Cost for return shipments shall be borne by you.

During the Withdrawal Period, you shall exercise due care in handling the product and its packaging. You will only remove packaging and use the product to the extent that this is necessary to establish whether or not you want to keep the product.

Article 6 - Warranty

We provide a warranty period of 12 months on all products. If the products become damaged through normal use, you are entitled to a replacement product. You have to send us the defective product - if reasonably possible - in the original packaging. The shipping costs shall be borne by you.

Article 7 - Liability

We are not liable for any damages that may be caused as a result of you using the product. However, we are liable for damages that result from our wilful misconduct or gross negligence. In any case, our liability will never exceed the purchase price of the product that caused the damage.

Article 8 - Intellectual property

All intellectual property (including: copyrights, wordmarks and trademarks) in relation to our text, photo's, video's or any other materials, are owned by us (or are used by us with permission of the owners). You shall refrain from committing any acts that may infringe these rights.

Article 9 - Complaints

If you have a complaint, we would like to hear it. Please file your complaint as soon as possible by sending a detailed description to info@dynamicbikecare.com. We will process your complaint as soon as possible, but in any event within fourteen working

days. Should it take longer to handle your complaint, you will receive a notification within fourteen working days to confirm that we have received your complaint, together with an indication of when we expect to respond. If we cannot settle a complaint amongst us, your complaint will be dealt with in accordance with the dispute section below.

Article 10 - Disputes

1. Dutch law applies to these Terms. Subject to mandatory legal provisions providing otherwise, any conflicts that may ensue from these Terms, will be submitted to the jurisdiction of the Dutch Courts, in the district Den Haag.
2. As a consumer you can also use the ODR-platform (Online Dispute Resolution). This platform offers a simple, efficient, fast and low-cost out-of-court solution to disputes arising from online transactions. For more information see: <http://ec.europa.eu/odr>