Free shipping in Almere (NL)

Terms and conditions

Article 1: Who we are

Beforexplore is a sole proprietorship (eenmanszaak) run by Anna.

- Based in Almere, the Netherlands
- Email: info@beforexplore.eu
- KvK number: 91180589
- VAT ID (btw-id): NL004871635B37

Article 2: Definitions

- **We, us, our:** Beforexplore.
- **You:** the consumer who orders from us, not acting for a business.
- **Box:** a set of products we put together, such as a diaper trial box.
- **Withdrawal period:** the 14 days in which you can cancel your purchase without giving a reason.
- **Day:** a calendar day.
- **Durable medium:** a way to store information you can read again later unchanged, such as an email or a PDF.

Article 3: When these terms apply

1. These terms apply to every offer we make and every order you place with us.

2. You can read and save these terms before you order.
3. If any term conflicts with mandatory consumer law, the law applies instead of that term. The rest of these terms stay valid.

Article 4: Our offer

1. We describe every product as accurately as we can. Photos are close to reality, but colours and pack designs can differ slightly.
2. The brands in a box can change over time. The box description at the moment you order shows which brands and sizes you receive.
3. Every pack in a box is a new, sealed original pack from the brand. We don't open, split or repack them.
4. Products marked "Coming soon" can't be ordered. Signing up for a notification is not an order.
5. An obvious mistake in our offer, such as a clearly wrong price, does not bind us.
6. Some boxes come in two versions: in a simple box or in a gift box. The diapers inside are the same; only the packaging and the price differ.

Article 5: Ordering and the contract

1. The contract is made when you complete your order with the button "Order and pay".
2. We confirm your order by email straight away.
3. We may cancel your order only if we reasonably suspect fraud, if the delivery address is outside the Netherlands, or if the order is based on an obvious mistake in our offer (Article 4.5). We tell you within 2 working days and refund everything you paid.
4. If a product turns out to be unavailable after you order, we tell you as soon as possible. You choose: a comparable product, if we can offer one, or a full refund within 14 days.

Article 6: Prices and payment

1. All prices are in euros. The price you see is the price you pay, plus the shipping costs shown before you order.
2. You pay when you order, through our payment provider Stripe, with iDEAL | Wero or card.
3. We may change prices on the website, but never for an order you have already placed.

Article 7: Delivery

1. We deliver to addresses in the Netherlands. For addresses in Almere, we can also deliver by hand, free of charge, at a time we agree with you by email or phone.
2. We send your order within 2 working days after payment. Delivery usually takes 1 to 5 working days. If we can't deliver within 30 days, you may cancel the order and we refund you within 14 days.
3. The risk of loss or damage passes to you once the parcel is delivered to you, or to the person you asked us to deliver to.
4. Please check your parcel when it arrives. If something is damaged, tell us as soon as possible, ideally within 5 days and with a photo, so we can sort it out quickly. This does not limit your legal rights.

Article 8: Your right of withdrawal

1. You can cancel your purchase within 14 days, without giving a reason. The 14 days start the day after you, or the person you named, receive the parcel.
2. To cancel, you can use the button "Cancel your order here" on our website, fill in the model withdrawal form (see the annex at the end of these terms), or email us a clear statement at info@beforexplore.eu. We confirm receipt by email within 3 working days.
3. Send the products back within 14 days after you cancelled. You pay the cost of sending them back.
4. During the withdrawal period, handle the products as you would in a shop. Only look at them as far as you need to judge them.
5. We refund everything you paid, including the standard shipping cost of your order, within 14 days after you cancelled. We may wait with the refund until we have received the products back. We refund with the payment method you used.

Article 9: Opened packs can't be returned

1. For health and hygiene reasons, sealed products can't be returned once their seal is broken after delivery. For us this means: a diaper pack, or any other sealed baby product, that has been opened can't be returned.
2. A box is sold as one product. You can only return it when all diaper packs in it are still sealed. Once a pack is opened, the box can't be returned.
3. The same applies to products meant for a baby's mouth, such as pacifiers or teethers, once their packaging is opened.

Article 10: Conformity and guarantee

1. Our products match their description and meet the legal requirements for safety and normal use at the moment of delivery.
2. If a product is faulty, you always have your rights under the law (the legal guarantee). A guarantee from the brand comes on top of those rights.
3. Please report a fault within 2 months after you discover it. You can then choose a replacement or, where that makes sense, a repair. If neither is possible, you get a price reduction or a refund, as the law provides. We pay the shipping costs for this.
4. Always follow the instructions on each pack. We don't change the products; the brand is responsible for the product and for what it prints on the pack.

Article 11: Liability and information on our website

1. We are liable as the law provides. We are not liable for damage caused by using a product against the instructions on its pack.
2. Our guides, gift ideas and other content are general information for parents, not medical advice. Always follow the instructions on the pack, and ask your verloskundige (midwife), huisarts (general practice doctor) or consultatiebureau (child health clinic) about your baby's health.
3. We link to other websites. We are not responsible for their content. Some links are affiliate links: you pay the same, and we may earn a small commission.

Article 12: Complaints

1. Not happy with your order? Email **info@beforexplore.eu** with your order number and a clear description, if possible with photos.

2. We confirm your complaint within 3 working days and give a full answer within 14 days. If we need more time, we tell you within those 14 days when you can expect our answer.
3. If we can't solve it together, you can take the dispute to court (see Article 16).

Article 13: Personal data

We use your personal data only to handle your order and answer your questions, as described in our Privacy statement. Payments are processed by Stripe.

Article 14: Our content

1. The texts, photos, infographics, slideshows and downloads on our website belong to Beforexplore, or are used with permission.
2. You may save and print them for your own use, and share links to them. You may not copy, sell or publish them elsewhere without our written permission.

Article 15: Changes to these terms

We may change these terms. A change never applies to an order you have already placed: your order follows the version sent with your order confirmation.

Article 16: Applicable law and disputes

1. Dutch law applies to these terms and to every order.
2. If you live in another EU country, you keep the protection of the mandatory consumer rules of that country.
3. Disputes go to the competent court in the Netherlands, unless the law gives you the right to go to the court where you live.

Annex: Model withdrawal form (Complete and return this form only if you wish to withdraw from the contract.)

To: Beforexplore, info@beforexplore.eu

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*):

Ordered on (*)/received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

Beforexplore

KVK 91180589

Almere, the Netherlands

info@beforexplore.eu

Explore parenthood: step by step, box by box

Cancel your order here

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