

TERMS AND CONDITIONS

General:

Jvh puzzles in this document refers to trading company Puzzlingworld, registered with the Chamber of Commerce, Rhineland region under number 93447930. Sales are understood to mean all cash sales as well as sales, orders and reservations via telephone, written and electronic means and sales at fairs and sales demonstrations.

By placing an order, the customer agrees to the following conditions.

2. Product pricing:

2.1. Orders with a destination within the EU. All product prices are in euros, including VAT, but excluding any shipping costs.

2.2. Order with a destination outside the EU. All product prices are in euros, excluding VAT, excluding shipping costs and excluding any import duties to be paid (will be charged by the carrier and varies per country).

2.2. Prices are subject to price changes and typos, no rights can be derived from this.

3. Payment:

3.1. All orders will be shipped after payment has been completed.

4. Delivery:

4.1. Jvh-puzzels confirms your order by e-mail to the e-mail address you specified.

4.2. Jvh puzzles uses different delivery times, depending on the destination country. You will find current delivery times [here](#).

5. Shipping costs:

5.1. The shipping costs depend on the country in which you placed the order. Current shipping costs can be found [here](#).

6. Complaints

6.1. Never accept damaged packages, Jvh-puzzels can otherwise no longer give a guarantee.

6.2. If an item has become defective during transport or the wrong item has been delivered, you must contact Jvh puzzles within 5 business days of delivery. If you do not report the defects within 5 working days, any right to claim will lapse.

6.3. Complaints must be substantiated by the customer and submitted to Jvh puzzles with the relevant evidence accordingly. Jvh puzzles should be able to check the submitted complaint.

7. Data management and privacy:

7.1. Jvh puzzles handles your data with care. This means that Jvh puzzles will never allow your information to be available to third parties. See also our privacy statement.

7.2. Jvh-puzzels asks you to enter your telephone number in addition to your address, so that we can contact you if necessary.

8. Guarantee:

8.1. Jvh-puzzels uses the warranty terms and conditions indicated by the suppliers as stated on articles or on the packaging and / or manual of a purchased product.