

## General terms & conditions

Supermom Antwerp  
Simon de Heuvellaan 6, 2110 Wijnegem  
Connect@supermomantwerp.com  
+32(0)3 201 00 40  
0404935804  
BE0404935804  
Supermom Antwerp NV, Simon de Heuvellaan 6, 2110 Wijnegem

### Article 1: General provisions

The e-commerce website of Supermom Antwerp, a NV with registered office in 2110 Wijnegem in the Simon de Heuvellaan 6, RPR Antwerp. VAT BE0404935804, offers its customers the possibility to purchase the products from their webshop online.

These General Conditions ("conditions") apply to every order placed by a visitor to this e-commerce website ("customer"). When an order is placed on the Supermom Antwerp's web shop, the Customer must explicitly accept these conditions, with which he agrees to the applicability of these terms and conditions, with the exclusion of all other conditions. Additional terms and conditions of the customer are excluded, except if these have been accepted in advance by the Supermom Antwerp in writing and explicitly.

### Article 2: Price

All prices are expressed in EURO, always including VAT and all other duties or taxes that are required by the customer.

For products that require additional engraving, we ask a fixed amount of 10 euros. This is also mentioned on our webshop.

The indication of price only refers to the articles as described verbatim. The accompanying photos are decorative and may contain elements that are not included in the price.

### Article 3: Offer

Despite the fact that our webshop is composed with the outmost care, it is still possible that the information provided is incomplete, contains material errors, or is not up-to-date. Obvious mistakes or errors in the offer do not bind Supermom Antwerp bvba. Supermom Antwerp is in no way liable for manifest material errors, typesetting or printing errors.

If the customer has specific questions about sizes, colors, availability, delivery term or delivery methods, we request the customer to contact our customer service in advance via connect@supermomantwerp.com.

The offer is valid as long as stocks last and can be adjusted or withdrawn at any time by Supermom Antwerp. Supermom Antwerp can not be held responsible for the unavailability of a product. If an offer has a limited period of validity or is made subject to conditions, this will be explicitly stated in the offer.

### Article 4: Online purchases

Order procedure webshop

Select the desired item and enter the quantity. You can continue shopping on our webshop and add articles. Your purchases are listed in the shopping basket. If you would like to personalize jewellery, this can be stated in the article if this is stated. To complete your order go to your shopping basket and click on "add to shopping cart"

The customer has the choice between the following payment methods: Visa, Mastercard, Maestro, Ideal and bank contact or by transfer to account number BE84 4126 0159 2159

Supermom Antwerp is entitled to refuse an order due to a shortcoming of the customer with regard to the order in which the customer is involved.

#### Article 5: delivery and execution of the agreement

As soon as you have placed and paid for an order, Supermom Antwerp will send your jewel via Bpost. Your shipment always receives a track & trace number. You will receive this track & trace number by email. We handle the following delivery terms:

2 to 3 working days within Belgium

6 to 8 working days for deliveries outside Belgium, but within Europe

For personalized jewellery there is an adjusted delivery period:

5 to 6 working days for deliveries within Belgium

8 to 10 working days for deliveries outside Belgium, but within Europe

We do not charge extra shipping costs for orders. All forms of return (repair, right of withdrawal, ...) are at the expense of the customer.

Any visible damage and / or qualitative deficiency of an article or other shortcomings in the delivery must be reported to Supermom Antwerp without delay.

The risk of loss or damage passes to the customer from the moment he (or a third party designated by him, who is not the carrier) has received the goods physically. When returning a product, the customer is responsible for loss or damage.

#### Article 6: Right of withdrawal

The customer has the right to withdraw from the contract within 14 calendar days without giving any reason. The withdrawal period expires 14 days after the day on which the customer or a third party designated by the customer, who is not the carrier, is physically in possession of the good.

If the customer has ordered several products in one same order that are delivered separately, the withdrawal period of 14 days after the day on which the customer or a third party designated by the customer, who is not the carrier, will physically take possession of the last good.

In order to exercise the right of withdrawal, the customer must inform Supermom Antwerp by email. The mail must be sent to [connect@supermomantwerp.com](mailto:connect@supermomantwerp.com) with subject: right of withdrawal + order no. We will immediately send the customer an acknowledgment of receipt of his cancellation by e-mail.

To comply with the withdrawal period, the customer must send his notice regarding his exercise of the right of withdrawal before the withdrawal period has expired.

The direct costs of returning the goods are borne by the customer.

Products can only be returned if they are unworn, together with the guarantee certificate and in the original packaging. Supermom Antwerp reserves the right to refuse return shipments if these conditions are not met.

The right of withdrawal does not apply if the products are personalized or customized, in short according to the specifications of the customer made products.

If the customer cancels the agreement, Supermom Antwerp will refund the payments received at that time to the customer within a maximum of 14 calendar days after Supermom Antwerp has received the returned goods.

Supermom Antwerp pays the customer back with the same payment method with which the customer made the original transaction, unless otherwise agreed. No fees will be charged for the refund.

#### Article 7: Warranty

The guarantee money from the date of delivery to the first owner. Every commercial guarantee leaves these rights unabated.

To make use of the guarantee, the customer must be able to present a proof of purchase, as well as the warranty card that comes with the product. For products purchased online, the customer must contact Supermom Antwerp. The item must be returned to Supermom Antwerp at the expense of the customer or returned to Supermom Antwerp, Simon de Heuvellaan 6, 2110 Wijnegem.

In the event of a defect, the customer must inform as soon as possible. If defects that manifest themselves after a period of 6 months following the date of purchase, if applicable, delivery shall be deemed to be no hidden defects, subject to proof from the customer.

The legal guarantee never applies to defects that arise as a result of accidents, neglect, falls, use of the article contrary to the purpose for which it was designed. Failure to follow the instructions for use or instructions, modifications or changes to the product, use of the product, poor maintenance, or any other abnormal or incorrect use.

#### Article 8: Customer service

The customer service of Supermom Antwerp can be reached via email at [connect@supermomantwerp.com](mailto:connect@supermomantwerp.com) or by post at the following address: Supermom Antwerp, Simon de Heuvellaan 6, 2110 Wijnegem. Any complaints can be reported here.

#### Article 9: Privacy

Supermom Antwerp respects Belgian law with regard to the protection of private life and the processing of personal data. The personal data you provide will only be used for the following purposes: processing orders, sending newsletters, marketing and / or advertising purposes. You have a legal right to inspect and correct your personal data. Subject to proof of identity (copy of identity card), you can obtain the written notification of your personal data via written dated and signed request to Supermom Antwerp, Simon de Heuvellaan 6, 2110 Wijnegem, [connect@supermomantwerp.com](mailto:connect@supermomantwerp.com). If necessary, you can also ask to correct the data that is incorrect or incomplete.

You can also oppose the use of your data for direct marketing free of charge. To do this,

you can always contact Supermom Antwerp, Simon de Heuvellaan 6, 2110 Wijnegem, connect@supermomantwerp.com.

We treat your information as confidential information and will not pass on, rent or sell it to third parties. Your data will only be passed on to the shipping company for the delivery of your order.

#### Article 10: Use of cookies

During a visit to our website, "cookies" can be placed on the hard disk of your computer. A cookie is a text file that is placed by the server of a website in the browser of your computer or mobile device when you consult a website. Cookies can not be used to identify people, a cookie can only identify a machine.

You can set your internet browser in such a way that cookies are not accepted, that you receive a warning when a cookie is installed or that the cookies are subsequently removed from your hard drive. You can do this via the settings of your browser (via the help function). Keep in mind that certain graphic elements can not appear correctly, or that you will not be able to use certain applications.

#### Article 11: Adverse validity - not renunciation

If any provision of these terms and conditions is declared invalid, illegal or void, this will in no way affect the validity, legality and applicability of the other provisions.

Any failure by Supermom Antwerp to enforce any of the rights listed in these terms and conditions or to exercise any right thereto shall never be regarded as a waiver of such provision and shall never be the validity of this right. infringe rights.

#### Article 12: Change of conditions

These conditions are supplemented by other conditions that are explicitly referred to, and the general sales conditions of Supermom Antwerp. In case of contradiction, these conditions prevail.

#### Article 13: Evidence

The customer accepts that electronic communications and backups can serve as proof.

#### Article 14: Applicable law - competent court

Belgian law applies, with the exception of the provisions of private international law on applicable law and with the exception of the Vienna Convention on international sales agreements concerning movable property. Unless the customer is a consumer, only the courts of the district of Antwerp are competent in any disputes.