

GENERAL TERMS AND CONDITIONS TAME THE BULL

Information on the **seller of the products**:

These terms and conditions are applicable to each use of the website tamethebull.nl and to all offerings of Tame the Bull.

Tame The Bull
Jordaan 18
1251 PC LAREN
Netherlands

Reg. no (Chamber of commerce): 33293833

VAT NL 160125868B01

www.tamethebull.nl

info@tamethebull.nl

1. Definitions

Conditions - these general terms and conditions

Tame The Bull - the company as described in section 1

Customer - the natural person that orders products from the website of Tame The Bull

You - Customer

Parties - Tame The Bull and Customer

Website – tamethebull.nl

Product(s) - any product as advertised on the Website

Order - order placed by Customer via the Website for one or more Products, therewith entering into a contract

Special Offer - Products that are reduced in price

2. Scope

- 2.1 These Conditions govern all contracts, supplies and other services agreed between Customer and Tame The Bull
- 2.2 By placing an Order, the Customer agrees to be bound by these Conditions
- 2.3 Unless Tame The Bull has confirmed otherwise in writing to Customer, the Customer's own terms and conditions shall not be accepted
- 2.4 These conditions may be updated and/or adapted without notice. If Customer continues to use the website following such change, it signifies Customers' agreement to be bound by the Conditions at the moment of use.

3. Entering into a contract

- 3.1 All orders are subject to acceptance and availability
- 3.2 Orders will be confirmed by email and are only effective after receipt of payment by Tame The Bull. Tame The Bull is entitled to refuse or impose special conditions subject to giving reasons. If Tame the Bull is unable to clearly establish the Customer's permanent or temporary address, the order cannot be accepted.
- 3.3 Order processes that have been technically or otherwise disrupted before payment instructions have been completed are incomplete, even though Customer has received an order confirmation by email. In an event like this, Tame The Bull will contact Customer by telephone or email to inform.
- 3.4 Tame The Bull has the right to refuse orders within one week of receipt, without reason given.

4. Prices and Costs

- 4.1 The contract price is the price in EURO at the moment when an order is placed via the Website.
- 4.2 The prices quoted on the Website are inclusive of 21% VAT but exclusive of shipment costs unless mentioned otherwise.
- 4.3 Shipment costs will be stated before payment is made and will be included in the total costs.
- 4.4 Tame The Bull is not bound by the terms of its offer in the event that there is any printing, typesetting or programming fault on its website or that Customer could have reasonably understood that the offering was a mistake.

5. Fulfilling orders

- 5.1 Tame The Bull shall act in the greatest possible care in processing orders for Products.
- 5.2 Products will be delivered to the delivery address given by Customer to Tame The Bull. Tame The Bull cannot be held responsible for any mistakes in the information given by Customer.
- 5.3 A delivery deadline stated by Tame The Bull is only an indication, unless it is expressly agreed in writing that the deadline is final. There is no right to compensation if the actual delivery time takes longer than the deadline stated.
- 5.4 Tame The Bull is responsible for damages that may occur during the shipping of the products. This includes damage, theft or loss of the products. Upon delivery of the Products, this responsibility is being transferred to Customer.

6. Guarantee

- 6.1 Tame The Bull guarantees that the products to be delivered are according to the specifications as mentioned on the website.
- 6.2 Customer needs to check upon receipt of the Products that Products are not damaged and that quality and quantity are in accordance with the rules they agreed upon by purchasing the Products. If this is not the case, Customer can return the Products by using the return slip they found with their order. Tame The Bull will refund the shipment costs for these at € 3,99.
- 6.3 If Customer has a complaint about the Product after 14 days of receipt but no later than 3 months, Customer can send an email to info@tamethebull.nl with description of the complaint and stating name, telephone number and order number. Tame The Bull will respond within 3 working days and discuss the best solution.
- 6.4 No guarantee is given on Products that have been used in a way that can reasonably expect to cause damage or on Products that have not been washed according to the washing instructions.

7. Customs, duties and taxes

- 7.1 Orders out of the EU may be subject to import taxes, customs duties and levies. Additional charges shall be borne by Customer. You are therefore strongly advised to contact your local customs office for current charges before your order.
- 7.2 Customer is importer of the product and as such responsible for compliance of all laws and regulations.

8. Right to return Products

- 8.1 Customer has the right to return Products. Customer needs to announce the return within 14 days of receipt by email to info@tamethebull.nl and send back within 28 days after receipt to Tame The Bull, Jordaan 18, 1251 PC Laren, Netherlands. Customer can choose for replacement of the same Product in a different size and/or colour or for a reimbursement of the costs of the Product including shipment costs that have been paid unless Customer returns only part of the total shipment. Reimbursement will only take place if Products are returned in its original seal bag with all tags included and have not been worn, washed or damaged or used in any way other than for short trial and are being sent back together with the return slip.
- 8.2 Costs for returning Products are at the expenses of Customer (available from € 4,25 including track and trace).
- 8.3 If the Product does not match with the order and has been wrongly sent out or if it appears to be faulty, costs for return shipment will be paid by Tame The Bull. This also applies to Products that are damaged at time of receipt. In both cases, please announce return shipment within 14 days of receipt and return within 28 days. Tame The Bull will replace the Product or reimburse the purchase price and/or shipment costs made for returning once the article is received by Tame The Bull.
- 8.4 No refund will be made in respect of Products returned to Tame the bull after the said fourteen-day period unless it has to do with quality issues that have not been caused by Customer. In this case, you have to notify us per email at info@tamethebull.nl and await further instructions. Please mention your name, order number and telephone number.
- 8.5 Tame the Bull is entitled to refuse to accept a returned Product or to send it back to Customer if the Product appears to have been used, no longer carries the original labels and stickers, or reveals damage caused by Customer, or if Customer has not complied with the instructions for returning the Product.

9. Payment

- 9.1 Customer may pay either by Maestro, Mastercard, Visa, Ideal (only for the Netherlands) and Bancontact (Belgium) and bank transfer outside the Netherlands.
- 9.2 All payments must be made in accordance with the instructions given on the pages of the Website.

10. Liability

- 10.1 The maximum liability of Tame The Bull for direct or indirect damage is always restricted by the purchasing prize of the damaged Product plus initial costs for shipment if applicable.
- 10.2 Tame The Bull is not liable for any damage of the Product caused by misuse that can reasonably expect to cause damage of any kind or caused by not following washing and drying instructions as mentioned.
- 10.3 Tame The Bull excludes all liability for any damage made, direct or indirect, caused by or resulting from the impossibility to use the Website, wrong/incomplete or not up to date information on the Website, and the illegal use of the systems of Tame The Bull and the Website by a third party.

11. Data

- 11.1 Customer needs to make sure that his or her data, including email address, shipment address, telephone number and bank details are stated correctly and are up to date.
- 11.2 Customer must guarantee that he or she is lawfully able to use the Website
- 11.3 Tame The Bull will handle Customers Data with utmost care and will not pass any of Customers data to third parties except to our distribution partner

- 11.4 Tame The Bull will only use Customer's data to update Customer on information and services that might be of interest but only if Customer has agreed to receive emails and updates.

12. Privacy

- 12.1 At Tame The Bull we realise that you trust our services. And that it is our responsibility to protect your privacy. Please read how we use your information and why. This policy relates to the website of Tame The Bull only.
- 12.2 If you want to use our online services you are redirected to a secure https section. This ensures that the information you give us, is only visible to us and the company to whom we have outsourced our fulfilment. This 3rd party is not keeping your data, but will delete it after the order has been fulfilled. Their workers have signed a privacy statement.
- 12.3 At Tame The Bull, we keep your information to being able to inform you about the status of your order and to being able to refund or to contact you in case necessary. We also use your email address to inform you about our collection or special offers, but only if you have requested this. Your data will never be shared with other parties then stated.
- 12.4 Our website uses "cookies". We use this information to analyse how you use our website, to create reports on the website-activity and to enable us in proposing the best suitable information for you. We do not use any information for any other purpose then the purposes here described unless you agreed otherwise.
- 12.5 This privacy statement is for the use of our site www.tamethebull.nl and its appliances only.
- 12.6 Our newsletter always offer the option to unsubscribe. If you want to be fully deleted from our data system, please contact us at info@tamethebull.nl
- 12.7 Most browsers are standardised to accept cookies but you can reset these standards to refuse cookies or to let you know when a cookie is placed. However, it is possible that some functions and services, both on our site as on other websites, do not function correctly if cookies have been disabled in your browser.

13 Complaints

- 13.1 We hope it will not be necessary, but at Tame The Bull we always strive to find a solution for any complaint you may have. You can send us an email in which you explain your issue at info@tamethebull.nl or give us a call on +31 643501113 and we'll get back to you always as soon as possible.

In the unlikely event that we cannot offer you a suitable solution, you can also apply for mediation of the issue with Stichting WebwinkelKeur. Since 15 february 2016, consumers within the EU also have the option to give notice of the complaint via the ODR platform of the European Commission. You can find this ODR platform at <http://ec.europa.eu/odr> .