

# TERMS & CONDITIONS

Welcome to the Grivec Bros Webshop. Please review the following terms that govern your use of and purchase of products from our webshop. Please note that your use of our Shop constitutes your agreement to follow and be bound by those terms (the "Agreement").

## GENERAL

We may from time to time change the terms that govern your use of our Shop. Your use of our Webshop following any such change constitutes your agreement to follow and be bound by the terms as changed. We may change, move or delete portions of, or may add to, our Shop from time to time.

## SITE CONTENTS

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You agree that no Comments submitted by you to the Shop will violate any right of any third party, including copyright, trademark, privacy or other personal or proprietary right(s). You further agree that no Comments submitted by you to the Shop will be or contain libelous or otherwise unlawful, abusive or obscene material. You are and shall remain solely responsible for the content of any Comments you make.

You agree that Grivec Bros may use and/or disclose information about your demographics and use of the Site in any manner that does not reveal your identity. By participating in Shop sweepstakes, contests, promotions, and/or requesting promotional information or product updates, you agree that Grivec Bros may use your information for marketing and promotional purposes.

## **GRIVEC BROS' COMMUNICATION TO YOU**

You agree that Grivec Bros may send electronic mail to you for the purpose of advising you of changes or additions to this Shop, about any of Grivec Bros' products or services, or for such other purpose(s) as Grivec Bros deems appropriate.

## **LINKS TO OTHER WEBSITES AND**

## **SERVICES**

To the extent that this Site contains links to outside services and resources, the availability and content of which Grivec Bros does not control, any concerns regarding any such service or resource, or any link thereto, should be directed to the particular outside service or resource.

## **COLORS**

We have made every effort to display as accurately as possible the colors of our products that appear at the webshop. However, as the actual colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be accurate.

## **INDEMNIFICATION**

You agree to defend, indemnify and hold Grivec Bros harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the webshop.

## **DISCLAIMER**

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descriptions, pricing, and availability. We reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice (including after you have submitted your order). We apologize for any inconvenience this may cause you. If you are not completely satisfied with your shop.grivecbros.com purchase you may return it with your invoice to Grivec Bros. Please see our Return Policy.

## **TERMINATION**

This Agreement is effective unless and until terminated by either you or Grivec Bros. You may terminate this Agreement at any time. Grivec Bros also may terminate this Agreement at any time and may do so immediately without notice, and accordingly deny you access to the Shop, if in Grivec Bros' sole discretion you fail to comply with any term or provision of this Agreement. Upon any termination of this Agreement by either you or Grivec Bros, you must promptly destroy all materials downloaded or otherwise obtained from this Shop, as well as all copies of such materials, whether made under the terms of this Agreement or otherwise.

## **CONTACT US**

Please feel free to contact us with any questions or concerns at +31 (0) 455454219 or [support@grivecbros.com](mailto:support@grivecbros.com)

Our customer service hours are:  
Monday – Saturday 10,00 – 16,00

## **SHIPPING OPTIONS**

International customers outside the EU (European Union), please note that in some cases you might be subjected to customs, import taxes or brokerage fee when ordering from us , please check with your local customs office for your local rules and regulations. Note that we will not pay for any additional customs fees, import taxes or brokerage fees.

Most in-stock orders ship within 48-hours, Monday to Friday. Orders placed on holidays or weekends will begin processing

the next business day. Orders ship from our warehouse in Chevremont, Netherlands. If items in your order are out of stock we'll notify you by e-mail. Most backorders ship within 2-3 weeks.

Your shipping rate will be calculated according to weight of your order and your shipping address. You will be able to see your calculated rate before placing the order.

## **RETURNS & EXCHANGES**

All returns must be returned to us within 14 days of receiving it and returned in unused condition and the original packaging, unless there is a manufacturing defect. Your package must include the original invoice as well as a completed return document. This document can be downloaded on our site.

Grivec Bros unconditionally guarantees all products we manufacture and sell to be free from defects of workmanship. We will gladly replace or refund you for any defective items you wish to return. We will cover the shipping cost of your return as well as the shipping out of a replacement.

If you're unsatisfied with the fit, quality, color, size of an item, you may return it and choose an alternate item or get a refund. If you would like an alternate item as an exchange, please submit the new item with the exact size and color on your return document.

All returns must be pre-approved and issued a Return Authorization (RA) number. To receive your RA number, please contact Customer Service at [support@grivecbros.com](mailto:support@grivecbros.com).

All returns must be prepaid. Please do not mail any packages C.O.D., as they will not be accepted.

We suggest that you send your return by traceable carrier in the event that the package is lost.

All returns will be credited to the original account used.

No refunds are available for sale items –

only exchanges.

Return exceptions: Items that have been worn, laundered or altered in any way cannot be accepted for exchange or return.

Please send all returns or exchanges to:  
Grivec Bros  
st. Pieterstraat 61  
6463 CS Kerkrade  
Netherlands

Attn: Returns

### **PRIVACY & SECURITY**

Your privacy is important, and we are committed to protecting that privacy when you shop with us.

When you place an order we ask you for the information we need to process that order. If you choose to set up an account then your information will be securely stored until you are ready to place your next order. We offer this service for your convenience. You may choose not to set up an account, if you prefer. We do not store credit card details as a part of your account.

Our security system prevents unauthorized access to your personal information whether you are online or off-line.

We never share your personal information with any other business or organization.

Our site uses 'cookies', small bits of electronic information which are stored by the web browser on your computer's hard drive. No personal information is stored on the cookie. You may, if you choose, turn off the cookie function in your web browser. Cookies allow us to gather information about which parts of our site are more popular, and to tailor our products to the needs and interests of our visitors.

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