

TERMS AND CONDITIONS

Please read through our terms and conditions carefully before making use of the Out of Office For Ever webshop. Our terms and conditions are intended to define the contractual relationship between Out of Office For Ever and the Customer, and includes the conditions that apply to any purchase made through the Out of Office For Ever webshop.

When submitting an order, the Customer declares to have read and agreed to our terms and conditions and enters a written, binding agreement.

1 ORDERS

1.1 When placing an order on the Out of Office For Ever webshop, the Customer offers, intends and agrees to conclude a purchase agreement.

1.2 Products are offered within the limits of available inventory. In case of a negative difference between the available inventory mentioned at the customer's purchase and the physical available inventory, Out of Office For Ever reserves the right not to ship the product(s) to the Customer and cancel the order.

1.3 In case Out of Office For Ever is unable to deliver an order, the Customer will be contacted and, in accordance with the terms mentioned in their order confirmation, given the opportunity to cancel the order in question. If the product is available for a later delivery date, Out of Office For Ever will offer the Customer a new delivery date. When the option of a new delivery date does not suit the Customer, they receive the option to cancel the order in question. In case of advanced payment, the Customer will receive a refund of their payment within 30 days.

1. Out of Office For Ever reserves the right to adjust the price of products at their discretion and at any given time. Out of Office For Ever does not do price matching or price adjustments after a purchase has been made. All sales are final. In case the price of an item was incorrectly stated on the Out of Office For Ever webshop during the purchasing process of the Customer Out of Office For Ever reserves the right to mention and charge the correct price for this item.

1.5 For any questions about orders, the Customer can contact Out of Office For Ever through team@outoffice-forever.com. Out of Office For Ever will respond to the Customer's questions within 48 hours.

2 PAYMENT METHODS

2.1 Out of Office For Ever offers the following payment methods:

- PayPal
- Creditcard (VISA & Mastercard)
- Dutch Debit Card (iDEAL)

2.2 As soon as the Customer has submitted an order to the Out of Office For Ever webshop, they will receive a notification email. This notification email states all

details concerning the order, including the used payment option.

3 SHIPPING

3.1 Out of Office For Ever is shipping partner with PostNL. The Customer can refer to the Shipping page on the Out of Office For Ever webshop for shipping costs and rates.

3.2 As soon as Out of Office For Ever dispatches the Customer's order, they will receive a tracking code that allows them to follow the delivery process of their order

3.3 Shipping costs on the Out of Office For Ever webshop do not include international customs duties and sales taxes. In case of an International return, Out of Office For Ever is not responsible for the payment of these customs duties and sales taxes on the Customer's return shipment.

3.4 Undergarments and swimwear are not eligible for returns due to the nature of the product and hygienic reasons.

4 DELIVERY STATUS

4.1 As soon as the Customer's package arrives at the sorting centre of Out of Office For Ever's assigned shipping partner, the Customer will receive a tracking code that allows them to follow the delivery process of their order.

5 PRODUCT QUALITY & DEFECTIVE PRODUCTS

5.1 The Customer acknowledges that the actual appearance of products may differ slightly from the photographs presented on the Out of Office For Ever webshop, particularly with regard to colour. The Customer acknowledges that Out of Office For Ever can not be held liable on this basis.

5.2 In case of a defective product, the Customer should contact our customer service for further investigation.

5.3 As soon as Out of Office For Ever receives the return of a defective product by the Customer, an investigation will start, after which Out of Office For Ever decides whether to approve or reject the claim. Once approved, Out of Office For Ever will inform the Customer and provide them with a discount code, a refund or a new product depending on availability.

6 RETURN & REFUND POLICY

6.1 In case the Customer wishes to return their purchased goods, all product(s) must be returned unused and in their original state, with all original tags and packaging intact and a completed return form and original receipt attached. The Customer acknowledges that all the original tags and packaging include belts, authenticity cards, shoe boxes and dust bags which must be returned in their

original state together with the product.

6.2 In case returned products do not meet the requirements stated in 6.1 Out of Office For Ever reserves the right to refuse a refund or exchange request from the Customer. Out of Office For Ever does not provide refund or exchange for shoes, which are returned with marked soles, without a box, in a damaged box, or without accompanying items such as extra laces, hangtags and dustbags.

6.3 Out of Office For Ever must receive the Customer's request for a refund, together with the returned product(s), within 14 days after the Customer has received them.

6.4 The Customer acknowledges that they are responsible for the product(s) until arrival at Out of Office For Ever and is aware of Out of Office For Ever's strong recommendation to provide a Dispatch/Tracking Number to track the delivery status of the return in question. The Customer acknowledges that they are responsible in case of a lost or unreceived return package.

6.5 The Customer must add their original invoice and clearly mark the package as 'RETURN' to prevent the application of any import taxes and duties.

6.6 The Customer acknowledges that they are responsible for all shipping costs and customs duties/taxes, and that Out of Office For Ever does not refund any shipping costs and customs taxes/duties. In case the Customer refuses a package, the return shipping costs and customs taxes/duties become responsibility of the Customer.

6.7 The Customer acknowledges that Out of Office For Ever refuses any unauthorised returns and automatically sends these back to the Customer. Unclaimed packages are treated as unauthorized returns.

7 EXCHANGE POLICY

7.1 When the Customer wishes to exchange a product, they should contact Out of Office For Ever via team@outofoffice-forever.com. The Customer acknowledges that exchange requests are handled according to the same terms and conditions as returns.

7.2 The Customer acknowledges that they are responsible for all shipping costs and customs duties/taxes, and that Out of Office For Ever does not refund any shipping costs and customs taxes/duties. An exchange may lead to additional shipping costs and customs taxes/duties, which become responsibility of the Customer.

7.3 Out of Office For Ever must receive the Customer's request for an exchange and the originally purchased product(s) within 14 days after the Customer has received them.

7.4 If the desired product for exchange is not available, Out of Office For Ever will provide the Customer with other product suggestions or a refund.

7.5 The Customer acknowledges that all full-priced items are eligible for a one time exchange.

8 DISCOUNT CODES

8.1 Any discount codes provided by Out of Office For Ever are valid for a period of three months and can be applied either to the Customer's complete order or part of it. This three month period starts from the moment Out of Office For Ever shares the discount code in question.

8.2 Any discount codes provided by Out of Office For Ever are not personal to the Customer and are limited for single-use only. After the Customer has purchased a product through the Out of Office For Ever webshop with a discount code, it will expire together with any possible remaining amounts.

8.3 Any discount codes provided by Out of Office For Ever are not exchangeable for cash.

9 USE OF CONTENT / PRESS

9.1 All content found on the Out of Office For Ever webshop, including logos, photographs, and videos, belong to Out of Office For Ever or the parties that work with Out of Office For Ever.

9.2 If the Customer wishes to use any content presented on the Out of Office For Ever webshop, the Customer should contact Out of Office For Ever through team@outoffice-forever.com.

10 FEEDBACK & INQUIRIES

10.1 Out of Office For Ever is pleased to receive and answer any feedback/enquiries concerning the company.

11 COMPANY INFORMATION & CONTACT

11.1 The website outoffice-forever.com and registered domain are owned by Out of Office For Ever represented by VMM Concepts. The company is registered at the chamber of commerce in Amsterdam/The Netherlands. Registration number: 34069658. VAT number: NL009371680B01.

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