



## General Conditions.

1. The supplier of the goods is Istilah Import, Verlengde Kerkweg 53, 8091 EX Wezep, The Netherlands, hereafter to be called Waroeng.nl.
2. Products can be bought through the webshop.
3. An agreement will only be binding after delivery or after our written confirmation.
4. Prices are inclusive of VAT, but without shipment costs. These costs depend on order quantity, and these will be calculated when you checkout. Our prices are exclusive of import tax or duties which can occur when sending to addresses outside the EEC. Orders below €7,50 are subject to a low order fee of €1,50.
5. Orders will be shipped after receipt of your payment. It is possible to pay cash on store pick up. If Klarna Pay Later is chosen, you will agree to the terms of Klarna Pay Later.
6. You will be responsible for providing us the complete and correct delivery address and e-mail.
7. We ship as soon as possible, we aim to ship the same day, but for sure within 8 working days after receipt of your payment.
8. If a product is not on stock, or your payment is rejected, we will notify you a.s.a.p.
9. It is possible -with some restrictions- to return your order within 14 days after receipt of your order. Always contact Waroeng.nl first by e-mail. The risk and cost of shipping it back will be on you.
10. Although we aim to provide you with correct information, it could happen that this website contains errors or flaws. Waroeng.nl will not be liable for this.
11. Waroeng.nl will not be liable for damage caused by goods.

## Returns

If despite of our care you are not satisfied with your order, you may return your order within 14 days after receipt. However, the return shipment costs will be on you. We will care for a speedy credit of your order, at most within 14 days. Waroeng.nl should always be contacted by e-mail before sending returns. Also we would like to learn the reason you would like to return, to improve our service. Returns can only be accepted if goods are unused, undamaged and in their original packing. Certain hygiene products can only be returned if the seal is unopened and undamaged. Unpaid return shipments will not be accepted. Read more on your returns procedure at <https://shop.waroeng.nl/en/returns>.



# Return form

To: Istilah Import  
Verlengde Kerkweg 53  
8091EX Wezep  
The Netherlands  
+31-38-3763800  
[info@waroeng.nl](mailto:info@waroeng.nl)

I hereby inform you that I terminate our agreement regarding the sale of the following goods:

Qty	Products
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- Order number:
- Ordered on / Received on:
- Name consumer:
- Address consumer:

Consumer signature (only when this form is submitted on paper)

Date: