

Terms and Conditions

This website (www.firebacks.net) is the property of Antique Firebacks in Amerongen, The Netherlands. Antique Firebacks seeks a good relationship between supplier (Antique Fireback) and buyer (you the customer). It is therefore important that rules concerning the contract (Order) clarify, in this way to build a good relationship with customers

1.
These general conditions apply to all products sold by Antique Fireback. By placing your order with Antique Firebacks you acknowledge to agree with these terms and conditions.
2.
The agreement comes into effect either electronically by the customer, or when Antique Firebacks sends a confirmation via e-mail to the buyer. Each order confirmation comes with a confirmation invoice which has an invoice number. It is important to keep this number. Payments must also be made stating the invoice number. The electronic files of Antique Firebacks apply as evidence.
3.
All amounts stated on this website are in euros, dollars, British pounds and / or Swiss francs including VAT but excluding shipping. Shipping costs are given on the website Firebacks.net. Payment is always in euros. The total amount always includes VAT.
4.
Graphics information, telephone or e-mail provided and statements on the main features of the product are as accurately as possible and done in consultation with, or at the request of the customer. Deviations can not lead to compensation and / or termination of the agreement. Antique Firebacks reserves the right to adjust selling prices.
5.
Special offers are only valid for the duration as indicated in the offer and while supplies last.
6.
Payment is either by payment on location, payment by bank transfer or by credit card (on site or 'at a distance').
7.
Payment must always be fully received at Antique Firebacks prior to delivery.
8.
It is considered possible to reserve items after consultation for a certain period of time without prior payment.
9.
In case of late payment, Antique Firebacks is authorized to suspend the agreement until such time as the buyer has fulfilled his full payment.
10.
Antique Firebacks continues to own the goods until the purchase price is paid in full.
11.
Once your payment is received we will send the item within three working days by sending a courier. This serves as an indication and not a deadline.
12.
If one of the ordered product is no longer available, we will contact you via e-

mail. Antique Firebacks is entitled to reverse the sale if any of the products ordered is no longer available. Any amount already paid will be refunded within three working days (date of transfer, not date received). Consumers are entitled to cancel an order without charge after 30 days no delivery.

13.

Returns without reason are only accepted within 14 days of receipt. After that we can not accept returns. Once we have the product back, we will as soon as possible refund the full amount to your account.

14.

The right of return shipping (or revocation of the sale) does not apply if:

- Fireplace accessories have been used in a fire by the buyer
- The buyer tried to repair an article
- Loss of attachments to the goods
- The goods are no longer salable in the same condition as when delivered.

15.

The buyer is responsible for return shipping. Damage during return shipment is the buyer's risk. The buyer must send an e-mail before the product is returned.

16.

The cost of returning the product is for the buyer. Unstamped and false returns will not be accepted.

17.

Any loss of a return is entirely the responsibility of the buyer.

18.

We offer to new products the generally applicable warranty associated with the warranty terms and conditions. Historical materials have no warranty unless other arrangements are made.

19.

In case of force majeure, Antique Firebacks is not kept to fulfill its obligations to the buyer. The obligation is suspended for the duration of the circumstances.

20.

Force majeure does include:

- Strikes
- Fire
- Non or late delivery by suppliers, couriers or other third parties.
- Faults in the (telecommunications) networks or connections.

21.

Antique Firebacks can only be held liable for damages arising from mandatory law rules.

22.

These general conditions are governed by Dutch law.

Amerongen, 20.09.2011