

Terms and Conditions

Identity of the entrepreneur

TiS Lifestyle vof (Trade name: TiS Lifestyle)
Molendijk 14-16
3243 AM Stad aan 't Haringvliet
The Netherlands

Phone : 0031 (0) 187 764 009

Accessibility: Through mail we are always accessible. Because we are often on the move or working on a different location, we are limited accessible by telephone. On Tuesdays, Wednesdays and Fridays you can call us on +31 (0) 187 764009 between 9 and 16 hours. On Monday and Thursday between 9 and 16 hours you can leave a message on our voice mail, we will return your call as soon as possible.

Email: info@tislifestyle.com

Website: www.tislifestyle.com

Commercial Register: 52.88.03.89

VAT number: NL85.06.45.451

Applicability :

These terms and conditions apply to all realised agreements with TiS Lifestyle vof , hereinafter TiS Lifestyle .

The general terms and conditions apply to every offer made by TiS Lifestyle and any agreement you realise at a distance, such as internet and email.

By ordering you accept the terms and conditions of TiS Lifestyle .

The text of the terms and conditions are available on our website under the heading "Terms and Conditions" .

Opening hours

The shop is open 24 hours a day, 7 days a week.

You can contact us by email : info@tislifestyle.com

Shipping

Prices on www.tislifestyle.com include 21 % VAT, excluding shipping.

Shipping costs, which are charged with every order, are:

- Belgium and the Netherlands:
 - € 2.50 letterpost
 - € 4,95 standard mail parcel.

- Germany:
 - € 9,00 letterpost
 - € 12.50 standard mail parcel

- France, Austria, Denmark and Great Britain:
 - € 9,00 letterpost
 - € 18,00 standard mail parcel

To ship outside the above mentioned countries, please contact us via mail info@tislifestyle.com. Please state what you would like to order and we will promptly contact you with information about the costs of shipping.

For items that do not fit the letterbox, we use a standard mail parcel.

Placing an order via the web shop

By accepting our offer and placing the order, the agreement is settled. TiS Lifestyle immediately sends an email to confirm the order. Changing the order is then no longer possible.

Each offer contains such information stating what the rights and obligations are when accepting the order. Payment is made via the web shop, or via e-mail.

We offer the following payment options:

Through the shop:

- IDEAL (the Netherlands)
- Bancontact (Belgium)
- Credit Card (Mastercard, Visa, V-Card, Maestro)

The payments are made by Ingenico (Ogone), an international payment platform. This ensures that your transaction is secure and encrypted.

By e-mail:

After ordering, we will send an invoice which can be paid via bank transfer. The payment period is 14 days, unless agreed otherwise.

Each order will be delivered after payment.

Delivery time & delivery address

TiS Lifestyle exercises the greatest care when receiving orders and sending the ordered items as soon as possible in order of receipt. We try our best to send your order within 24 hours, with a maximum of 48 hours

Via our web shop we only ship to below mentioned countries (all other countries, please inquire via email):

- The Netherlands
- Belgium
- Germany
- France
- Austria
- Denmark
- Great Britain

If you order from any of the above countries, you can decide yourself which address your order is to be delivered at. The shipping costs will be calculated accordingly.

Would you like to place an order from or sent to a country outside the above mentioned countries, please contact us at info@tislifestyle.com. We will inform you the options and current shipping rates.

In the Netherlands, Germany, France, Denmark, Great Britain and Austria we ship your order by PostNL/TNT, in Belgium with Bpost 24h. Delivery in the Netherlands or Belgium is generally within 24 hours. In all other countries the delivery time is 2 to 3 days longer, depending on the destination.

TiS Lifestyle is not liable for any excess delivery or loss / damage caused by the carrier.

If the parcel is refused at the delivery address or your parcel has been offered several times by our carrier service and not has been picked up at the post office / depot, the parcel will be returned to us. On your request your parcel can be sent again, but we will charge you for 2nd shipping.

If you choose to cancel your order, the total amount will be refunded.

TiS Lifestyle is entitled to refuse any order or specify specific conditions to delivery.

Right of withdrawal

You have the option to cancel the purchase without giving any reason within a period of 14 days. The period commences on the date of receipt of the goods.

During this period we expect you to take care of the product and its packaging. If you make use of your right of withdrawal, the product needs to be returned with all accessories, packaging and - if reasonably possible – in original condition. Instructions for returning are included in your parcel or can be downloaded via www.tislifestyle.com/en/payment-and-shipping

Only unused and undamaged items can be returned. Shipping costs for returning are at your own account. Original shipping costs of your returned product are for your own account when you return a part of your order.

The return address is for the Netherlands and all countries except Belgium is:

TiS Lifestyle
Attn: Return
Molendijk 14-16
3243 AM Stad aan 't Haringvliet
The Netherlands

The return address for Belgium is:

TiS Lifestyle
Attn: Return
Van Urselstraat 24
2060 Antwerpen
België

If you wish to exchange your article for another color, size or another item, then the costs for reshipping are at your own account.

If you receive a wrong item, an item with an error or misdirected order, you should return the unused product or order within 14 days. TiS Lifestyle will pay the fee to return the item. In the event you have received an item with an error (flaw, discoloration, etc) TiS Lifestyle will replace and send you the item on its own account.

Refund of the purchase price will be done as soon as possible, but no later than 14 days after you have indicated that you want to return an item. The article must then be returned and received by TiS Lifestyle within 14 days.

The original shipping costs will not be refunded when you return a part of your order.

When you cancel ordered custom-made items, work and administrative costs may be charged. This only happens when there has already been work done for your order.

Exclusion of right of withdrawal

TiS Lifestyle is entitled to exclude products of the right of withdrawal, which may not be returned due to their nature. This applies for instance for wallpaper that has been pasted, or custom made articles which have already been produced.

Warranty & complaints

TiS Lifestyle strives for customer satisfaction. We guarantee that the products we offer meet the contract specifications listed on the date the agreement is made, the existing legal provisions and the reasonable requirements of reliability and / or usability provided by - logically plausible - normal use.

If you nevertheless do have a complaint about a delivered item, please contact us via email within 14 days after the defect has manifested itself or you could have had reasonable knowledge of its existence; by stating 'complaint' in the header.

Please provide a clear and complete description of what has been detected and its cause. We will promptly contact you to resolve the complaint in the best possible way.

If you notice that your package is damaged before opening, please contact us. Do this quickly, but up to 7 days from receipt via info@tislifestyle.com.

Liability

TiS Lifestyle accepts no liability to you for any damages other than our liability insurance covers. TiS Lifestyle is not liable for consequential damages.

The product range offered on www.tislifestyle.com contains a complete and accurate description. The description is sufficiently detailed to allow a proper assessment of the products offered by TiS Lifestyle. TiS Lifestyle is not liable for the consequences of incorrect or incomplete information on its website. However, if this occurs, TiS Lifestyle will change the incorrect information as soon as possible.

TiS Lifestyle cannot be held responsible for color differences due to PC-monitor quality.

The product range presented in the TiS Lifestyle magalog contains a more brief description of the products and/or services. However, the description is sufficiently detailed to allow a proper assessment of the products offered by TiS Lifestyle.

TiS Lifestyle is not responsible for typos and misprints, which could lead to unintentional false information. Prices subject to change.

All products developed by TiS Lifestyle meet the EU-Safety and Quality Requirements. TiS Lifestyle cannot be held liable for any damages, whether physical, material and/or immaterial, which would be the result of malfunction or misuse of the products sold by TiS Lifestyle.

TiS Lifestyle selects and tests its fabrics and materials with great care. TiS Lifestyle cannot rule out any occurrence of shrinkage, loss of color or deformation after washing, drying and use. This is inherent to the specific composition and/or construction of the materials.

Privacy

TiS Lifestyle respects the privacy of all users of the web shop and ensures that the personal information you provide will be treated confidentially. We use your information to process your order as quickly and easily as possible. Personal information for our marketing purposes, will only be used with your strict permission. TiS Lifestyle will not sell your personal information to third parties and will only make it available to third parties that are involved in processing your order .

TiS Lifestyle does not register any bank or credit card details . All online payments are processed by Ingenico (Ogone), in which the ordering process (from NAR screen until the payment) is done via a secure SSL connection.

Cookies

A cookie is a small text file which will be saved on your browser when visiting a website. This file tracks your preferences like address settings, products in your shopping chart and/or other settings. TiS Lifestyle uses, like virtually all websites, cookies to measure the quality of our website and to make improvements. If you wish to make any use of cookies of TiS Lifestyle, you can set your browser personally.

Force Majeure

In a situation of force majeure, TiS Lifestyle has the right to, at its own discretion, suspend the execution of the order or the agreement and to terminate without judicial intervention. If the period of force majeure takes longer than two months, both you and TiS Lifestyle have the right to terminate the agreement without any obligation. TiS Lifestyle will inform you accordingly.

Copyright

We take pride and care of our brand , our webshop and magalog .

Our brand name, logo and designs are registered to protect abuse by third parties . To copy, distribute or store/save our trade name, logo, visual material, designs and illustrations in web shop, magalog and all other means of communication for commercial purpose is prohibited without our written permission.

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Products manufactured and / or sold by TiS Lifestyle, offered for sale by TiS Lifestyle, will remain in ownership by TiS Lifestyle as long as there is no compliance with the terms of payment.