

General terms and conditions of business for our customers

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General

Contractual services and offers made by RB Bikeshop are exclusively provided or made in accordance with the following terms and conditions. By taking note of these terms and conditions, the party agrees to become a part of the contract to be concluded with RB Bikeshop.

Supplementary agreements, additions to or amendments of these terms and conditions shall be considered valid only if confirmed by RB Bikeshop in written form. The parties to the contract's own general terms and conditions do not form a part of the agreement between the parties, except this is expressly stated by RB Bikeshop in written form. Contract conclusion offers on RB Bikeshop websites, catalogs and other media channels are not binding. By placing an order, the party to the contract makes a binding declaration that they wish to acquire the goods ordered. RB Bikeshop is entitled to accept the party to the contract's offer within a period of fourteen days from receipt. The contract is concluded if RB Bikeshop provides written confirmation of acceptance of the offer by post or by e-mail or delivers goods within this period.

Subject of the contract shall be considered only the goods which are expressly confirmed by RB Bikeshop or are dispatched upon an order placed by the party to the contract. Drawings, diagrams and other product descriptions are not binding. Printing errors, design and technical changes may occur shall not give any right to the party to the contract. Goods are deemed to have failed to fulfill the contract only where there is a significant deviation from the product description which is more than merely minor and insignificant. These terms and condition are drawn up in English.

Delivery and payment

At RB Bikeshop you can pay safely and conveniently by PayPal or a bank transfer online (European countries). All transactions are securely encrypted using SSL.

RB Bikeshop is entitled to deliver the goods forming the subject of the contract after the expiry of the fourteen days cooling-off period described in section "Right of cancellation and return for long distance sales contracts". All prices shown and given are in Euros and include VAT when you fill in your country in the online buying process. The prices of new products include 19% VAT. The prices of used or for called "NOS" (new old stock) products are regulated by differential taxation. Goods are delivered by RB Bikeshop upon payment only. The party to the contract may, after receiving an order confirmation, make payments by bank transfer (citing their customer number and name of the part or product) or by PayPal.

We ship worldwide with Post NL and DHL. All items will be shipped from the Netherlands. We pack all items carefully and combine items to save shipping cost. All packages are insured and traceable with a tracking number. We ship priority. The buyer pays for the shipping cost. Shipping / Handling cost include packaging. Shipping fees can be found here [\(LINK naar kosten\)](#).

RB Bikeshop reserves the right to amend the estimated postage according to actual changes. RB Bikeshop is able to exclude some countries of doing business with due to the worldwide situation (Like Covid, transport issues or...). RB Bikeshop may make part to deliveries where this is conducive to the execution of the contract and is reasonable for the party to the contract. The party to the contract shall not charge any fee to RB Bikeshop without the express consent of RB Bikeshop in written form.

Transport Damages

At RB Bikeshop we know exactly what is important to ensure that the transport is smooth and safe. We love bikes as much as we love our customers. Therefore we understand how important it is the bike is optimally protected during transport. We want everyone who buys one of our bikes to get their bike safely and fast and we are highly experienced in perfect packaging skills. RB Bikeshop is not liable for any kind of transport damages. May occur any damages during the transport these shall be addressed to the delivery company.

Right of Return for Long Distance Sales contract

The party to the contract has the right to revoke and return the goods within a period of **fourteen days from the date of delivery**. No reason shall be given for the return. Refund will be done by RB Bikeshop within 2 days after receiving the returned product in original condition. The refund will only be the price of the product, excluding the original shipping cost, tax and the buyer will also take care for the return shipping and packaging to RB Bikeshop on his own cost. May any deterioration have occurred to the goods, the party to the contract shall pay compensation for the diminished value, such as in case that goods cannot be longer sold as "new" or are damaged. The right of return does not apply to goods which are manufactured specifically to fulfill particular customer's wishes and / or are customised to customer's specifications. In case of return, it is obligatory to first contact RB Bikeshop by mail: info@rbbikeshop.nl.

Reservation of ownership

The goods forming the subject of the contract remain property of RB Bikeshop until they have been fully paid.

Warranty & Guarantee

RB Bikeshop gives warranty according to Dutch Law. Warranty in this case means that RB Bikeshop is responsible for goods being free of quality defects and/or title defects at the moment of stipulation.

Used parts and products will be inspected by RB Bikeshop and will be listed only when we are sure it's a good and reliable product. However, there is no warranty on used products! See the pictures and the description for the condition of the used part and / or product.

In the event of warranty claims, an invoice shall be provided as proof of date of purchase. The item for which a warranty claim is made shall be sent to RB Bikeshop together with a copy of the purchase invoice and information about the claim. For defects concerning the goods forming the subject of the contract, RB Bikeshop will initially either remedy the defect or replace the defected item according to the party to the contract's discretion. However RB Bikeshop is entitled to decline to remedy the defect in the manner selected by the party to the contract and to select an alternative option if carrying out the option chosen by the other party will result disproportionately expensive and the alternative remedy does not cause any significant disadvantage to the other party. RB Bikeshop is entitled to make two attempts to remedy the defect, in each case within 3 weeks after the defect notification.

If the attempt to remedy the defect is unsuccessful, the party to the contract is entitled to demand accordingly a reduction of the price or alternatively the contract cancellation. In case of a minor defect, the right of cancellation is precluded. For the purpose of warranty claims, the party to the contract shall examine the goods immediately and RB Bikeshop shall be notified of damage arising during transportation or obvious defects within one week from date of delivery. Notification of defects within this period is sufficient for the warranty purpose.

The warranty does not include normal wear. May RB Bikeshop maintenance or care instructions not observed, changes to the goods be made, accessory parts be mistakenly mounted, parts be replaced or care products which do not meet the high quality standards of RB Bikeshop be used, the warranty will be not invalid.

RB Bikeshop does not offer a guarantee (defined as guaranteed operation of goods or part of goods for a certain time span) for any sold goods. The party to the contract is granted a guarantee in the legal sense only where this is expressly specified in writing by RB Bikeshop.

Liability

Any damage occur through the use of the goods, especially through improper use, RB Bikeshop is not in any case liable for those damages, unless in case of negligence. The negligence evidence shall be produced by the customer.

Data protection

In orde to complete orders, RB Bikeshop will save the party to the contract's personal details and, where necessary, pass these on to third parties for this purpose. All personal data is treated in confidence.

Concluding provisions

If individual provisions of the contract between RB Bikeshop and the party to the contract including these general terms and conditions of business are or become in part or in full invalid, this will not affect the validity of the remaining provisions. The invalid provisions will be replaced by a provision the content of which most closely approximates the purpose of the provision replaced. The applicability of statutory law which is not excluded or supplemented by these general terms and conditions of business is not affected.

RB Bikeshop (Bladel, 2021/05/29)

Cookie policy

Is dit nodig? (zie bv [Cookie policy - Cicli Berlinetta \(cicli-berlinetta.com\)](https://cicli-berlinetta.com/cookie-policy))