

## **Terms and Conditions of sale**

This website is owned and operated by Jones Brothers Coffee Company bv., a company registered in The Netherlands under the KVK number 58348956, whose registered office is at Rokin 75, 1012 KL, Amsterdam hereinafter referred to as "JBC".

### **Acceptance of the Terms and Conditions**

This document governs your relationship with JBC. Access to and use of this Website and the products and services available through this website are subject to the following terms, conditions and notices. By using this website, you represent and warrant that you are of legal age to form a binding contract with JBC.

### **Registration**

When registering on JBC website you must ensure that the mandatory registration information you provide is correct and complete.

You should inform JBC about changes of address and other modification by updating your details on the website.

In order to contract with JBC you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to internet payment websites operating on behalf of JBC.

### **Orders**

By placing an order on JBC website you are offering to purchase a product on and subject to JBC terms and conditions. All orders are subject to availability and confirmation of the order price. When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order: this email will only be an acknowledgement and will not constitute acceptance of your order. A contract between us will not be formed until we send you confirmation by e-mail that the goods which you ordered have been dispatched to you. Only those goods listed in the confirmation e-mail sent at the time of dispatch will be included in the contract formed.

### **Pricing and Availability**

Whilst JBC try and ensure that all details, descriptions and prices which appear on JBC website are accurate, errors may occur. If JBC discovers an error in the price of any goods which you have ordered JBC will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If JBC is unable to contact you JBC will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

Delivery costs will be charged in addition as referred to in the delivery costs section of JBC websites; such additional charges are clearly displayed where applicable and included in the 'Total Cost'.

All prices advertised are subject to changes.

### **Payment**

JBC website does not process your payments. To pay for you order you will be offered to be

redirected to websites that will operate your payment on JBC's behalf. JBC shall not be held liable for any claim arising in respect of such payment processing. Your payments shall be subject to the terms and conditions of the designated website operating your payment.

### **Shipping**

Dispatch times may vary according to availability and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

The risk of loss and damage in the shipped item passes to you on delivery.

Orders placed through JBC website can only be delivered to the countries referred to in the shipping section of JBC website.

### **Withdrawal**

If you cancel your order before you have received the items, you are entitled to refuse to accept delivery of the items and JBC will refund you in full within 14 days after you have notified JBC of cancelling your order.

You may return your order at any time from the date of the order up until the date that is 14 working days from receipt of the item/s. Please contact JBC to arrange such cancellation.

### **Returns and Refunds**

JBC exchange or refund purchases made from JBC website provided they are returned in a saleable and unused condition and in their original packaging, within 14 days of their delivery to you and accompanied by proof of purchase.

The products should be returned at your own expense

JBC will not accept returns of coffee capsules where the packaging has been opened or damaged after delivery.

When items are returned as explained above, JBC will reimburse the price of the returned items and the invoiced delivery charges within a maximum of 14 days upon receipt of the returned items.

Refunds will be issued to your original payment method.

## **Conformity and Guarantees**

JBC ensures that the products and services measure up to the agreement, ensures in the offer mentioned specifications, and ensures on the date of the establishment the existing legal provisions and/or government regulations.

It is however your responsibility to verify the condition of the items upon receipt and, in case of on-arrival damage, to inform JBC within thirty days of receipt (retaining all relevant invoices and signed delivery notes). JBC shall in such circumstances provide you with replacement item/s or a full refund where requested.

## **Disputes**

Disputes shall be solved using the Online Alternative Dispute Resolution procedure (ODR) set by the European Union legislation.

The EU ODR platform is located at <https://webgate.ec.europa.eu>.

The ODR website is operated by the European Commission

