

# TERMS AND CONDITIONS

Terms and Conditions – Boet Lifestyle B.V.

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Terms and Conditions

Contents

1. General
2. Company information
3. Offers and agreements
4. Cancellation
5. Prices and payment
6. Guarantees and liability
7. Delivery
8. Product specifications
9. Complaints and disputes
10. Privacy

## 1. General

These Terms and Conditions (further defined as Terms) apply to all offers by, orders from and contracts with Boet Lifestyle B.V., located in Schiedam, The Netherlands (further defined as ZOOFF Socks or seller). Accepting an offer or placing an order means that you have accepted the validity of these Terms. These also apply to all commitments arising from contracts agreed between the contracting parties or from any other action. If any provision of these Terms are invalid or invalidated, the other provisions of these Terms will remain in full force. The applicability of the Terms invoked by the client is explicitly rejected by the seller. Deviation from these Terms is only possible in writing, in which case the other provisions of these Terms will remain in full force.

## 2. Company information

Boet Lifestyle B.V.;

Houtzagerij 15, 3111 DZ, Schiedam, The Netherlands;

Visiting address: 's Gravelandseweg 258, 3102 GB Schiedam, The Netherlands (only with an appointment)

Phone number: +31 (0) 10 23 08 007, from Monday to Friday and from 9:00 to 17:00.

Email address: [info@zooffsocks.com](mailto:info@zooffsocks.com)

Chamber of Commerce number: 63660547

VAT identification number: NL855339822B01

## 3. Offers and agreements

All oral and written offers by ZOOFF Socks are non-binding. ZOOFF Socks expressly reserves the right to change prices, in particular when these changes are made based on (legal) requirements.

Agreements take first binding effect when an order confirmation has been issued by ZOOFF Socks. ZOOFF Socks is entitled to reject orders or to add extra conditions to them. In case an order has been rejected, ZOOFF Socks will report such findings within five (5) days after receiving the order.

ZOOFF Socks cannot be bound by an offer or quotation if the buyer could reasonably have understood that the offer or quotation, or an element of it, was made by mistake or included a typo.

#### **4. Cancellation**

ZOOFF Socks does all it can to deliver a good product. The buyer has the right to return the product to ZOOFF Socks within 14 days after delivery, using the accompanying return form, without stating reasons. The buyer must invoke his right of cancellation by filling in the cancellation form that can be found on the website of ZOOFF Socks or by sending an email to [info@zooffsocks.com](mailto:info@zooffsocks.com).

The costs of the return delivery are for the buyer.

If ZOOFF Socks has received no written claims within that deadline, it is considered to have fulfilled all its obligations concerning that order.

During the reflection period, the buyer will be careful with the delivered product and packaging. The buyer will only unpack the product as far as needed to be able to judge whether he wishes to keep it. The buyer will return the product, packaging and anything delivered with it and – if reasonably possible – in the original condition to the seller, in accordance with the clear and reasonable instructions given by the seller on the accompanying return form. The right to return the product ceases if: (a) the product has been worn and/or washed, (b) the buyer has tried to repair a faulty product himself, (c) the user's instructions have not been followed, (d) the plastic binding through the socks has been broken.

ZOOFF Socks will reimburse the price of a product that has been returned in good condition within 15 business days on the indicated bank account or by instructing the credit card company to make the refund.

#### **5. Prices and payment**

All prices of the products and services on offer are expressed in Euros and include Value Added Tax.

For delivery within the Netherlands, the seller will charge the costs as indicated on the website of ZOOFF Socks. Special rates apply to deliveries outside of the Netherlands, depending on the country and on the total amount of the order.

After placing an order, the buyer will receive a confirmation by email specifying the total costs, including the delivery costs.

We accept payments using iDeal, Visa / MasterCard and PayPal. Payments by direct wire transfer are also accepted.

If you use a credit card, we will perform a standard authorisation procedure, to make sure that the credit card can be approved for the payment. Our products will be sent only if the procedure has been successfully completed. The payment will take place immediately after the order has been placed.

#### **6. Guarantees and liability**

The seller guarantees that its products meet the specifications stated in the offer or agreement, meet reasonably expected requirements of reliability and/or usability and meet legal regulations and government requirements applicable on the day the agreement was made.

The seller guarantees the reliability of delivered goods for up to 6 months after delivery of the goods.

The aforementioned reliability guarantee does not apply if:

- the buyer has not fulfilled its obligations towards the seller;
- the variance in quality, size, colour, pattern, weight, dimensions, material, structure and/or finish is minor, habitual in this industry and/or technically unavoidable;
- the product has been cut or adulterated, treated, adjusted, used or damaged in any other way;
- the delivered product has been submitted to abnormal conditions such as, for example, soiling, external violence, overloading, or other conditions out of the seller's control;
- the defect is the result of poor maintenance or natural wear and tear;
- the buyer or a third-party has made reparations to the product delivered by the seller;
- the deadline for the warranty has been passed;
- it is a case of a hidden defect, detected after the passing of the warranty's 6 months' period after delivery.

In any case, the liability of the seller is limited to the amount of the payment made by its insurer for that case.

## **7. Delivery**

The delivery time is the time agreed upon by both parties, as mentioned on the website of ZOOFF Socks, that is 2-3 business days. Delivery will take place at the address specified when finalising the order. The buyer must accept the delivery of the product. In case he doesn't, all resulting costs may be charged to him.

If a delivery time has been agreed upon or given before the delivery, it cannot be considered a deadline. If the time has been exceeded, the buyer will therefore need to inform the seller in writing of his missing his obligation. ZOOFF Socks must then be offered a reasonable period of time to still fulfil the agreement.

Delivery in parts is possible. In case a product is unexpectedly out of stock, ZOOFF Socks will share this situation without delay.

## **8. Product specifications**

All ZOOFF Socks are manufactured with special care. Because of the unique nature / goal of these socks (being able to slip boots on easily), they cannot be compared to your other regular socks.

You need to take into account the following aspects:

### a. Quality

A special yarn is used to ensure the specific properties of the product. This prevents any threads from protruding from the frictionless material, at the junction between the different materials. If this is the case with a sock you have purchased, we advise you to tuck the thread inside or to just let it hang as it is. Under no circumstances should you cut the thread. The thread is an intrinsic part of the material that we use and does not compromise the quality of the sock.

Such a thread can slowly become whiter or shinier as you wear the socks. This will improve the smoothness of the sock and is in no way a sign of a deteriorating quality.

### b. Colours

We have done all that is possible to describe the colour of our product as precisely as possible and to have them reflected as accurately as possible on our photos. However, the colour is also influenced by the monitor / computer on which you place your order. We can therefore never guarantee that the colour depicted on your computer will match the colour of our product exactly.

The use of several different materials – made necessary to guarantee the functionality and quality of the product – makes it possible for small differences in colour to appear. This can also be caused by washing. We guarantee that neither has any influence on the quality.

Differences in nuance can also appear between different production batches.

### c. Use

The ZOOFF Socks are designed to help you slide into your boots more easily. Through the unique combination of materials, this sock is made more slippery than a normal sock. We therefore strongly advise you to wear the socks only when you are wearing your boots at the same time. Without boots, these socks are dangerously slippery.

You will find a video on our website, showing you how to put on your ZOOFF Socks.

### d. Washing instructions

To make your purchase last as long as possible, we advise you to wash the ZOOFF Socks according to the following instructions. Make especially sure that the socks are not put in the tumble drier.

Washing icons

From left to right, the meaning of each icon:

Machine wash, not exceeding 40 degrees Celsius

Do not bleach

Do not tumble dry

Do not iron

Do not dry clean

### **9. Complaints and disputes**

ZOOFF Socks does everything it can to ensure the quality of its socks. Should there unexpectedly still be any issue, we encourage you to give us notice of it.

You can file your complaint by sending an email to [info@zooffsocks.com](mailto:info@zooffsocks.com). Please join a photo, so that we can assess your complaint directly. You will receive an answer from us within two weeks.

Dutch law applies exclusively to all agreements made between seller and consumer to which these Terms and Conditions apply.

### **10. Privacy**

Our Privacy Policy describes how we gather and process your information. You can find this policy on [zooffsocks.com/privacy-policy](https://zooffsocks.com/privacy-policy).