

Terms & Conditions

By using this website and placing an order, you agree to the terms and conditions set out below.

Art. 1 – Identity of the company

This Website www.stelgeliving.eu is operated by Zane Verdina, operating through her trade name STELGE living, residing at Appelkantstraat 39, 2530 Boechout, Belgium, Crossroads Bank for Enterprises number 0745404715, hereinafter referred to as STELGE.

STELGE offers this Website, including all information, goods and services available from this site to you, the Client, conditioned upon your acceptance of all terms, conditions, policies and notices stated in these terms of service and purchase.

You can contract STELGE through the following means:

Email: zane.verdina@icloud.com

Tel number: +32 486 245636

IBAN BE6673505645954 BIC GKCCBEBB

Art. 2 – About these general terms and conditions

These conditions apply to all orders. Any order implies the express acceptance of these terms and conditions of sale.

The minimum age to place an order with us is 18 years. If you have not yet reached the age of 18, we kindly ask you to ask your parents or legal guardian to place the order. If we notice that an order is placed by a minor, we reserve the right to refuse this order.

Our store is hosted on Jouwweb. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

The Client expressly agrees that, the order process, the Terms and other communication will be in English. The Client will not be able to contest these Terms because the Terms, or the order process is in his or her native language or the language of the country the Client is residing, or registered in.

Art. 3 – Placing your order

As soon as you have placed your order, we will send you an order confirmation by e-mail containing the products you have ordered.

We do our best to keep our website as up to date as possible. However, it is still possible that a certain product is no longer available, in which case we will contact you as soon as possible. STELGE cannot be held liable for any damage as a result of the unavailability of an article.

Orders will only be paid effectively from the moment payment has been received.

In case of late payment by the Client or problems with previous orders STELGE has the right to dissolve the agreement.

Art. 4 – Price

All prices on this website are in euros, including VAT (21%) and excluding transport costs. Invoicing is done according to the price on the order confirmation.

STELGE may change the prices at any time without prior notice.

Art. 5 – Payment

Purchases on STELGE are secured via trusted internet payment processor Mollie or via bank transfer (bank account on order confirmation). All personal debit and credit card details are processed via secure connections.

Only when the payment has been completed and received can we continue to ship the order.

Art. 6 – Delivery

We deliver the products indicated on your order confirmation. STELGE can in no way be held liable for any errors made by the Client with regard to the delivery or invoicing address and for any late delivery or inability to deliver the products ordered as a result of that error. If an incorrect delivery address is provided, the cost of a second delivery will be at your expense.

Ownership and the risk of loss of your products shall pass to you upon delivery of the products to the address indicated in your order confirmation.

If a product is in stock, it will be delivered to your delivery address within 3 to 5 working days. This delivery time is an indication and therefore not binding.

If a product is not in stock, the consumer will be informed by e-mail of a different delivery date. If the consumer does not agree with the delay, the order can be cancelled or the consumer can order an alternative product. The price for the cancelled order will be refunded or, in the case of an order for an alternative product, a new invoice will be issued or credited, taking into account the price paid for the cancelled product.

If we are unable to deliver within the agreed period, you will be informed before the expiry of the delivery deadline. If we are unable to deliver within the agreed period, you may decide to cancel your order and your money will be refunded within 30 days of cancellation.

We cannot be held liable for consequential damage as a result of late delivery or non-delivery by the courier service used by us.

The Client is responsible for any additional taxes and duties. STELGE is not responsible for any costs charged by third parties.

Art. 7 – Right of revocation

In accordance with the law of 30 December 2013 on Book VI of the Code of Economic Legislation "Market Practices and Consumer Protection", consumers have the right to inform STELGE in writing within 14 calendar days of receiving the product that they are cancelling their purchase.

We advise the consumer to return the returned product in its original packaging and in original, perfect condition. If an item is returned damaged, Liv-Studios may demand compensation from the consumer that is in proportion to the depreciation the item has suffered. (Article VI.51, §2 WER) Any return for which the sender cannot be identified will be refused.

The costs of return shall be borne by and under the responsibility of the consumer.

STELGE advises to use a courier when returning products in order to track the parcel via a Track and Trace number. STELGE cannot be held responsible for the refund of lost, stolen or damaged goods.

The refund will be made within 14 days of STELEs' receipt of the return, provided that all the conditions described above are strictly adhered to. In accordance with article VI.50 §1-§3 WER.

Art. 8 – Warranty

The consumer will be reimbursed for the products if, with valid proof, they do not conform to the normal standards of the product or if they have a hidden defect. Please read product information on ABOUT page. Complaints can be sent by e-mail: zane.verdina@icloud.com.

The consumer has a legal guarantee of 1 month. After this period, any right to guarantee lapses. In order to make a claim under the guarantee, the Customer must be able to present the proof of purchase or the invoice.

Art. 9 – Intellectual property

Our website, logos, text, photos, names and in general any communication is protected by intellectual property rights.

It is forbidden to make use of and/or make changes to the intellectual property rights as laid down in this article. For example, drawings, photographs, names, texts, logos, colour combinations, etc. are permitted. may not be copied or reproduced without prior and express written permission.

Art. 10 – Safety in use

STELGE takes responsibility for the quality of the products it supplies, but is not liable for any damage, whether direct, incidental or punitive, resulting from the use of, or inability to use information correctly, as mentioned on www.stelgeliving.eu

If you have any questions, please do not hesitate to contact on zane.verdina@icloud.com

Art. 11 – Use of promotions

Promotions are not cumulative so only and exclusively one benefit (discount, free delivery, price reduction, gift card, etc.) can be used at that time.

Art. 12 – Content

The content of this website including products, texts, images, descriptions, data, designs, photography has been compiled with the greatest care. However, the

information on our site may contain typographical errors or inaccuracies and may not be complete or up to date. Liv-Studios may therefore update, change or remove the content at any time and without prior notice.

The content is not binding and is provided for information purposes only.

Art. 13 – Personal data

By ordering goods or services via the website of STELGE, the Client expressly allows his personal data to be processed for administrative purposes such as the management of a customer database, registering orders, deliveries and invoices and checking solvency. Personal data will only be processed for promotional purposes, personalised advertising and/or other (re)marketing related purposes.

STELGE will never disclose or pass on personal data to third parties, unless explicitly requested to do so by the judicial authorities or when required by law. STELGE will always inform the Client and explicitly ask for his or her consent before providing his or her personal data to a third party. The Client has the right to access and correct his personal data at any time. The Client also has the right to refuse the processing of his personal data for direct marketing purposes at no personal cost.

Art. 14 – Force majeure

STELGE reserves the right, in case of force majeure, to stop the processing of an order and eventually cancel the order without any compensation.

Force majeure is any external cause and any circumstance not directly related to the products and services provided by STELGE and which cannot be the responsibility of STELGE.

Art. 15 – Complaints

In case you do have any complaints about our services, please do not hesitate to contact us via zane.verdina@icloud.com. We will make every effort to deal with your complaint within 7 working days.

All disputes related to or arising from (the use of) the website will be exclusively governed by Belgian law.