

TERMS AND CONDITIONS

Please read through our terms and conditions carefully before making use of the LOVE SOLDIERS webshop. Our terms and conditions are intended to define the contractual relationship between LOVE SOLDIERS and the Customer, and includes the conditions that apply to any purchase made through the LOVE SOLDIERS webshop.

When submitting an order, the Customer declares to have read and agreed to our terms and conditions and enters a written, binding agreement.

1 ORDERS

1.1 When placing an order on the LOVE SOLDIERS webshop, the Customer offers, intends and agrees to conclude a purchase agreement.

1.2 Products are offered within the limits of available inventory. In case of a negative difference between the available inventory mentioned at the customer's purchase and the physical available inventory, LOVE SOLDIERS reserves the right not to ship the product(s) to the Customer and cancel the order.

1.3 In case LOVE SOLDIERS is unable to deliver an order, the Customer will be contacted and, in accordance with the terms mentioned in their order confirmation, given the opportunity to cancel the order in question. If the product is available for a later delivery date, LOVE SOLDIERS will offer the Customer a new delivery date. When the option of a new delivery date does not suit the Customer, they receive the option to cancel the order in question. In case of advanced payment, the Customer will receive a refund of their payment within 30 days.

1.4 LOVE SOLDIERS reserves the right to adjust the price of products at their discretion and at any given time. LOVE SOLDIERS does not do price matching or price adjustments after a purchase has been made. All sales are final. In case the price of an item was incorrectly stated on the LOVE SOLDIERS webshop during the purchasing process of the LOVE SOLDIERS reserves the right to mention and charge the correct price for this item.

1.5 For any questions about orders, the Customer can contact LOVE SOLDIERS through info@love-soldiers.com. LOVE SOLDIERS will respond to the Customer's questions within 48 hours.

2 PAYMENT METHODS

2.1 LOVE SOLDIERS offers the following payment methods: PayPal, iDEAL, Bancontact, SOFORT and invoice.

2.2 As soon as the Customer has submitted an order to the LOVE SOLDIERS webshop, they will receive a notification email. This notification email states all details concerning the order, including the used payment option.

3 SHIPPING

3.1 LOVE SOLDIERS is shipping partner with PostNL. The Customer can refer to the Shipping page on the LOVE SOLDIERS webshop for shipping costs and rates.

3.2 As soon as LOVE SOLDIERS dispatches the Customer's order, they will receive a tracking code that allows them to follow the delivery process of their order

3.3 Shipping costs on the LOVE SOLDIERS webshop do not include international customs duties and sales taxes. In case of an International return, LOVE SOLDIERS is not responsible for the payment of these customs duties and sales taxes on the Customer's return shipment.

4 PRODUCT QUALITY & DEFECTIVE PRODUCTS

4.1 The Customer acknowledges that the actual appearance of products may differ slightly from the photographs presented on the LOVE SOLDIERS webshop, particularly with regard to colour. The Customer acknowledges that LOVE SOLDIERS can not be held liable on this basis.

4.2 In case of a defective product, the Customer should contact our customer service for further investigation.

4.3 As soon as LOVE SOLDIERS receives the return of a defective product by the Customer, an investigation will start, after which LOVE SOLDIERS decides whether to approve or reject the claim. Once approved, LOVE SOLDIERS will inform the Customer and provide them with a discount code, a refund or a new product depending on availability.

5 RETURN & REFUND POLICY

5.1 In case the Customer wishes to return their purchased goods, all product(s) must be returned unused and in their original state, with all original tags and packaging intact and a completed return form and original receipt attached. The Customer acknowledges that all the original tags and packaging include belts, authenticity cards, shoe boxes and dust bags which must be returned in their original state together with the product.

5.2 In case returned products do not meet the requirements stated in

5.3 LOVE SOLDIERS reserves the right to refuse a refund or exchange request from the Customer. LOVE SOLDIERS does not provide refund or exchange for shoes, which are returned with marked soles, without a box, in a damaged box, or without accompanying items such as extra laces, hangtags and dustbags.

5.4 LOVE SOLDIERS must receive the Customer's request for a refund, together with the returned product(s), within 14 days after the Customer has received them.

5.5 The Customer acknowledges that they are responsible for the product(s) until arrival at LOVE SOLDIERS and is aware of LOVE SOLDIERS's strong recommendation to provide a Dispatch/Tracking Number to track the delivery status of the return in question. The Customer acknowledges that they are responsible in case of a lost or unreceived return package.

5.6 The Customer must add their original invoice and clearly mark the package as 'RETURN' to prevent the application of any import taxes and duties.

5.7 The Customer acknowledges that they are responsible for all shipping costs and customs duties/taxes, and that LOVE SOLDIERS does not refund any shipping costs and customs taxes/duties. In case the Customer refuses a package, the return shipping costs and customs taxes/duties become responsibility of the Customer.

5.8 The Customer acknowledges that LOVE SOLDIERS refuses any unauthorised returns and automatically sends these back to the Customer. Unclaimed packages are treated as unauthorized returns.

6 EXCHANGE POLICY

6.1 When the Customer wishes to exchange a product, they should contact LOVE SOLDIERS via info@love-soldiers.com. The Customer acknowledges that exchange requests are handled according to the same terms and conditions as returns.

6.2 The Customer acknowledges that they are responsible for all shipping costs and customs duties/taxes, and that LOVE SOLDIERS does not refund any shipping costs and customs taxes/duties. An exchange may lead to additional shipping costs and customs taxes/duties, which become responsibility of the Customer.

6.3 LOVE SOLDIERS must receive the Customer's request for an exchange and the originally purchased product(s) within 14 days after the Customer has received them.

6.4 If the desired product for exchange is not available, LOVE SOLDIERS will provide the Customer with other product suggestions or a refund.

6.5 The Customer acknowledges that all full-priced items are eligible for a one time exchange.

7 DISCOUNT CODES

7.1 Any discount codes provided by LOVE SOLDIERS are valid for a period of three months and can be applied either to the Customer's complete order or part of it. This three month period starts from the moment LOVE SOLDIERS shares the discount code in question.

7.2 Any discount codes provided by LOVE SOLDIERS are not personal to the Customer and are limited for single-use only. After the Customer has purchased a product through the LOVE SOLDIERS webshop with a discount code, it will expire together with any possible remaining amounts.

7.3 Any discount codes provided by LOVE SOLDIERS are not exchangeable for cash.

8 USE OF CONTENT / PRESS

8.1 All content found on the LOVE SOLDIERS webshop, including logos, photographs, and videos, belong to LOVE SOLDIERS or the parties that work with LOVE SOLDIERS.

8.2 If the Customer wishes to use any content presented on the LOVE SOLDIERS webshop, the Customer should contact LOVE SOLDIERS through info@love-soldiers.com.

9 FEEDBACK & INQUIRIES

9.1 LOVE SOLDIERS is pleased to receive and answer any feedback/enquiries concerning the company.

10 COMPANY INFORMATION & CONTACT

10.1 The website love-soldiers.com and registered domain are owned by LOVE SOLDIERS represented by Selwyn Senatori. The company is registered at the chamber of commerce in Amsterdam/The Netherlands. Registration number: 89055721. VAT number: NL864864899B01. Email: info@love-soldiers.com. Address: Rokin 75, 1012KL Amsterdam, The Netherlands