



GENERAL TERMS AND CONDITION MIYAU IN WONDERLAND

1. The rights and obligations of the Buyer :

The Buyer is obliged to provide correct and complete mailing address to which the ordered goods will be sent, contact phone number and other necessary billing information such as VAT nbr. if applicable.

The Buyer is obliged to takeover the merchandise once delivered and pay full price. The Buyer is acknowledged about the total price per item in the email confirmation of the order prior to its binding auction and invoicing.

When accepting shipment, the Buyer is obliged to check the shipment status (number of packages, damaged of packaging, etc.) And refuse to accept incomplete or damaged shipments.

Damaged or incomplete shipment must be immediately notify to Seller by telephone.

Write with Carrier record about the damage, and this needs to be sent by mail or e-mail to the Seller.

In case of accepting the shipment from Carrier, Buyer has no claim for later claims about damaged shipment to the Seller. About damaged or incomplete shipments need Buyer raise complaint directly with the Carrier who is responsible.

The Buyer is obliged to check delivered goods and without undue delay inform the Seller about the detected defects.

The Buyer may file a legitimate claim by one of the following options:

1. Email
2. Phone call
3. Personal delivery

Seller shall decide on the claim within 3 working days and inform Buyer by e-mail if not agreed otherwise. Complaints including defects will be resolved without undue delay, within one month of the date of claim, unless the Seller and the Buyer agrees otherwise.

2) The rights and obligations of the Seller :

The Seller is obliged to process binding order, provide the goods ordered and delivery to the specified address of the buyer. While accepting the shipment from Carrier, the Buyer receives the goods together with invoice.

Seller has the right to refuse an order if the Buyer has repeatedly failed to fulfill its commitment to overtake the goods and pay the purchase price.

Seller reserves the right to cancel the order or its part in following cases:

- Item is no longer available
- Or uncoated order from the Dutch suppliers

if this happens, the Seller agrees to promptly (e-mail or telephone) contact the Buyer and agree on next steps (substitute goods ordered, cancellation of order, etc.).

3) Complaints Procedure :

For goods damaged in transit from the Netherlands the Seller cannot be held responsible as this falls fully on the Carrier. When accepting the shipment, please carefully check that the shipping packaging is not damaged and any damage complaint raise immediately upon receipt of shipment.

When selling used goods Seller is legally not liable for any defects that become apparent later than upon receipt of goods.

In accordance with EU law about the sale of used goods purchased at public auction, the Seller does not provide warranty.

Given that the used goods is not covered by any statutory warranty it is fully on voluntarily decision of the Seller if any warranty will be provided.

Seller Miyau in wonderland dediced that the Buyer can raise request for discount, if evidence exist and is presented about difference between presented (photo, video, description) and received goods (not considering any damages during transit).

The request for discount will be considered only based on purchase price , ie from the amount for the goods itself not considering related costs for transport.

Seller will decide, whether discount from the purchase price will be provided, and in what amount within 3 working days, and inform the Buyer by e-mail if not agreed otherwise.

4) Data protection :

Miyau in wonderland agrees that personal data collected from customers will be used only for necessary corporate operations (invoicing, shipping list, etc.).

These data are protected against misuse of available resources and not disclosed to anyone else.

All data and statistics of your purchases, which are obtained during operation and must be archived eg. because the claim, are not provided to third parties.

I highly value my customers and therefore personal data entrusted me by the customer are considered strictly confidential!

In addition to shipping companies, the data are not provided to any other entities and will not be used other than as described above.