

General business conditions

§1 General

Cenaverde B.V. is a company according Dutch law and runs under www.cenaverde.com an Internetshop with foodsupplements. Orders will be accomplished based on these general business conditions being accepted by customer through his order. The latest version applies always. The general business conditions are always available at our website

§2 Order

You can place your order directly by internet: this is the fastest way.
You can also send a fax, 00800 5000 1080, it is free of charge,
or phone us 00800 5000 1070, also free of charge(only valid for D, A, CH, UK).
Other Countries: FAX : 0031-45-5456255 or TEL: 0031-45-5460843).

E-Mail: info@cenaverde.com

Please send written orders to:
Cenaverde B.V.
Post Office Box 80,
NL 6460 AB Kerkrade,
The Netherlands.

Orders, placed before 12am, will be processed same day.
There is no minimum order value.
All indicated prices are ultimate consumer prices inclusive VAT (BTW).

§3 Delivery

Delivery will take place on weekdays by a parcel service of our choice.
If articles are not available on short call, we will make a note and ship immediatly after stock-receipt.

There is no minimum order value.

Shipping costs (ultimate consumer):

Netherlands, Czech Republic, Belgium, Denmark, Luxemburg:
Up to 200,- Euro 5,- Euro proportionate shipping costs
over 200,- Euro without shipping costs
England, Finland, France, Monaco, Austria, Poland, Rumania, Scotland, Slovakia, Slovenia, Sweden, Wales:
up to 200,- Euro 10,- Euro proportionate shipping costs
ab 200,- Euro without shipping costs
Greece, Ireland, Italy, Estonia, Latvia, Bulgaria, Lithuania, Northern Ireland, Portugal, Spain, Hungary:
up to 200,- Euro 15,- Euro proportionate shipping costs
over 200,- Euro without shipping costs
all other countries according to actual costs

Subsequent deliveries follow of course without shipping costs.

§4 Payment

We deliver on account. Invoices are payable within 7 days as from receipt of the goods without discount.
The goods remains in property of Cenaverde B.V. until full settlement of payment.
We are legitimate, in case of delay in payment, to require interest for late payment amounting to 5% above the base rate of the European Central Bank.

Payment by credit card as Visa and Eurocard/Mastercard is possible.

§5 Complaints/Sales return

Complaints should be notified at the latest within 8 days. In case of wrong deliveries or other complaints, you are obliged to contact us to arrange the modalities of reshipment before returning anything. Wrong deliveries or faulty goods will promptly be exchanged. In case of impossibility of subsequent delivery we will create a credit note after receipt of the goods, for charging or payout. Additional claims to Cenaverde B.V. do not exist.

§6 Data protection

Your data will be treated with strict confidence and not be passed on third parties for advertising purposes.

§7 Insurance

The risk of damaging or lost of goods on the way of transportation is on account of Cenaverde B.V.

§8 Reseller

If the order has been placed by a reseller, than he takes over the guarantee obligations towards the customer.

§9 Compensation

Cenaverde B.V. is only liable for indemnity in case of intent or gross negligence.

§10 Miscellaneous

For all agreements and legal relationships of the contracting parties applies exclusively Dutch law. Court of jurisdiction is the head office of Cenaverde B.V., Kerkrade, the Netherlands.

Kerkrade (Niederlande), 1.12.2010

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