

General Terms & Conditions

All rights, obligations, orders and agreements that fall under these General Terms and Conditions are applicable under Dutch Law and Jurisdiction.

1. General

These conditions are applicable to all agreements and sales between WOODCHUCK and the consumer. WOODCHUCK will apply these conditions unless otherwise agreed in writing. If articles are ordered from WOODCHUCK, you (the purchaser/customer) automatically accept our General Terms and Conditions.

2. Orders

Once you have placed your order, we will send to you an order confirmation email detailing the products you have ordered. We strive to send all orders (of items which are on stock) within 1 week after receipt of payment from the consumer. For items which are not on stock, please contact us at info@woodchuck.nl for the approximate delivery time.

In the case of any malfunction, beyond WOODCHUCK's control, an order will be shipped as soon as possible. WOODCHUCK will keep the consumer informed of the status of the order.

We do our best to keep our website (www.woodchuck.nl) as up-to-date as possible. However, the possibility remains that a certain product is no longer available, in which case we will contact the consumer as soon as possible.

3. Prices and payment

All prices indicated on the WOODCHUCK website are in Euro's and include VAT (value added tax).

Consumers are able to make payments electronically to WOODCHUCK. For the differing payment methods please refer to the section "Payment" on our website. Shipment of the order will take place once WOODCHUCK has received payment for the order including the shipping cost. More information concerning the shipping costs can be found under 'Worldwide shipping'.

4. Delivery / Shipping cost

We send your packages well protected and secured. We work with DPD and PostNL so you can always track your package on its way to your home.

Please note: Bulky items and furniture are excluded from this offer. If a product does not qualify for free shipping in the Netherlands or for standard international shipping, we will mention it in the description. We will contact you with a shipping quote after you place your order. Of course you can always send us an e-mail at info@woodchuck.nl for a shipping quote before placing an order.

Please note: If your order includes several fragile objects, such as ceramics or glassware, we take extra precaution to wrap your products safely.

If the post / courier is unable to deliver the order to the consumer on time, WOODCHUCK cannot be held responsible.

5. Transfer of ownership

Ownership of and risk in the products you have ordered will pass to you at the time they are delivered to you.

6. Returns & Exchanges

WOODCHUCK takes great pride in the products offered and the delivery methods used. If for any reason you want to return a product, please notify us at info@woodchuck.nl within 7 days after receiving the product. Products must be returned in unused and undamaged condition, including all original packaging. We will send you a confirmation when the product is received in good condition. After which you will receive a credit. Please note that we are unable to offer a credit on (furniture) items that are made to order. If you bought an item on sale, it is not possible to return, unless we send you an incorrect product of course. If we send you an incorrect product, please let us know within 7 days after receipt. We will happily send you the right product. If the product is no longer available, we will send you a refund or give you a credit. When you've received a broken product (damaged in transit) we request that you return us your product within 7 days. When we've received your return we will send you a new product.

You can send the products you wish to return to:

WOODCHUCK
Vlotlaan 210
2681TV Monster
The Netherlands

The shipping costs and risks for returning a product are at expense of the buyer. We recommend you to use a postal service that insures the value of the shipment.

7. Questions / complaints

If you have a question or a complaint concerning any of our products or procedures, please contact us by e-mail (info@woodchuck.nl). We do our outmost best to reply to you within five working days.

8. Privacy policy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully and you will not receive marketing emails from us just because you have placed an order in the past. We will not e-mail you in the future unless you have given us your consent or it is directly relevant to an order you have placed. WOODCHUCK requires the consumer's name, invoice and delivery addresses, and payment details so that the order can be processed. The payment details will only be used to conclude the payment process.

9. Liability

All articles in the assortment of WOODCHUCK have been produced with the greatest care. WOODCHUCK cannot assume any liability for damages in any form whatsoever, either physical, material or immaterial, that can be caused by malfunctioning or ill use of the articles sold by WOODCHUCK and/or materials or accessories becoming undone.

All products are 100% handmade, so small discrepancies may occur, such as small splinters.

All products come untreated (unless stated otherwise). We are not liable for any stains that might occur on the untreated wood. We recommend treating the wood with Osmo hardwax oil to keep off dirt and to prevent stains.

10. Correction of Errors and Inaccuracies

The content of the website 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 current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change and update information at any time without prior notice. WOODCHUCK cannot assume any liability for the consequences of incorrect or incomplete information on the website. The actual color of the products can differ from the colors shown on the computer screens. WOODCHUCK cannot be held responsible for variations in colors.

11. Force Majeure

WOODCHUCK is entitled, at its own choice, in case of Force Majeur, to cancel your order, or cancel the purchase agreement without legal intervention, by informing the client in writing.

12. Copyright

All information on WOODCHUCK's website is protected by copyright. No part of this website may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of WOODCHUCK.

13. Acceptance of General Conditions

Please note that by using WOODCHUCK's site and/or placing an order for products from us, you agree to follow and be bound by these terms and conditions. If you do not agree to these terms and conditions, please do not use this site. We reserve the right to update or modify these terms and conditions at any time without prior notice. Your use of the site or placing an order following any such changes constitutes your agreement to follow and be bound by the terms and conditions as changed. For this reason, we encourage you to review these terms and conditions whenever you use this site.