

General Conditions

These general conditions apply to all orders through www.zomoy.com, unless ZOMOY has agreed on other conditions in writing. When you place an order in our webshop, this automatically implies that you have read and agreed with these general conditions.

Shipment & delivery

No costs are charged for shipments within the Netherlands. Shipping costs for shipments abroad differ for each country and are specified in the webshop.

Return

If you are not satisfied with your purchase for whatever reason, you can send the package back within 7 work days after receipt, without reason given. You can exchange the bag or ask for a refund. Obviously, the bag should be in its original state and may not be damaged. The purchase price will be refunded within 7 work days. Costs for return shipping will not be compensated.

You can send the package, including invoice, to:

ZOMOY Amsterdam
Donauweg 10
1043 AJ Amsterdam

Delivery

All orders are shipped within 5 work days after receipt of payment. If we should deviate from this for certain reasons, you will receive a notice. Not complying with the agreed delivery period does not give the right to any compensation or annulment of the agreement. The ordered bag must be delivered within 30 days after the order has been placed. If this is not the case, you can still immediately cancel your order. When you participate in special offers, whether or not in cooperation with third parties, the delivery time may be extended by 5 days, due to the rush.

We try our best to keep the website up to date, although it may occur that a product is no longer available. In this case, we will contact you as soon as possible. You can contact ZOMAY by phone 020 8852792 or e-mail buy@zomoy.com. to check your order status.

Guarantee and repair

ZOMOY offers a factory guarantee of 1 year on the production and the materials of every purchased bag, except for the metals parts (zippers and so on). The guarantee does not cover the following cases:

- If the wear can be regarded as normal wear and tear;
- If the original invoice no longer exists, has been altered or has been made illegible;
- If the defect is a result of non-intended use;
- If the product was damaged on purpose, out of carelessness or gross negligence.

In order to use the guarantee, you should have the invoice that was shipped together with the order. Always send this invoice along, if you wish to exchange a product or if you want to have a product repaired. The repair is free of charge within the period of guarantee. If we establish that the repair (within the period of guarantee) is not possible, you will receive a new bag. If you have the bag for over one year, and are therefore not entitled to a free repair or replacement product, but still want to have the product repaired by our repair service, you can always contact us by e-mail or phone.

Liability

ZOMOY does not accept any liability for possible damage resulting from the use of the products.

Privacy

All personal data are exclusively used for the orders and ZOMOY's own promotion purposes. Personal data will never be handed over to third parties.

The Dutch law applies to our delivery conditions.