

# TERMS & CONDITIONS

## 1. General

1.1. The general terms and conditions apply on all our products and content displayed on [www.mitsmitchell.nl](http://www.mitsmitchell.nl). When you place an order on [www.mitsmitchell.nl](http://www.mitsmitchell.nl) you acknowledge to have read and agreed to the Terms & Conditions.

1.2. Our website <https://www.mitsmitchell.nl>, these Terms & Conditions and contracts between the webshop and the customer, to which these general terms and conditions apply, are strictly governed by Dutch law.

1.3. You certify that you are 18 years of age or older.

## 2. Shipping and delivery

2.1. All orders are shipped by PostNL. Please note that PostNL is not able to send orders to non-dutch P.O. boxes.

2.2. Different shipping costs apply for shipments outside the Netherlands please send us an email at [mitsmitchell91@gmail.com](mailto:mitsmitchell91@gmail.com).

2.3. Delivery for The Netherlands should take about 2 weeks.

## 3. Returns

3.1. You have the right to return the goods you ordered on the webshop within 14 working days after receiving the goods. We only accept returns if you return the goods with all delivered accessories and tags and in the original condition and packaging. Please note that we won't accept returned goods if we suspect the item has been worn or damaged by the customer.

3.2. If you wish to return your order, all return-shipping costs and custom or import taxes are at your own expense. If you want a refund and the returned goods meet the above stated conditions, we will return the amount of the payment for the goods within 30 days.

3.3. If there is a mistake on our part regarding size, color or a wrong shipment, we will refund the amount of the payment as well as the return shipping costs once we have received the returned goods.

3.4. It is possible to exchange an item within 7 workdays if the preferred replacement is in stock. Please contact us at [mitsmitchell91@gmail.com](mailto:mitsmitchell91@gmail.com) if you want to reserve an alternative garment before returning the goods. The shipping costs for the new item and taxes are at your own expense. In case we are unable to send a replacement for your returned goods, you will receive a refund. In case your alternative garment cost less than your first purchase we refund the difference no later than 30 days after shipment of your alternative garment.

3.5. During sale offers the policy explained above will not apply. Mits Mitchell will not accept any returns or exchanges for sale items. Send your order nr/name and reason with your return within 7 days to the following address:

ALLY  
1314SK Almere (17th floor)  
The Netherlands

## 4. Sizing

4.1. Size charts that are given for individual items on the webshop are meant as a rough guideline and thus, no rights can be derived from it. If you have any questions with regards to sizing feel free to contact us at [mitsmitchell91@gmail.com](mailto:mitsmitchell91@gmail.com)

## 5. Order confirmation

5.1. After you complete the checkout and payment process of your order, you will automatically receive an order confirmation by e-mail.

## 6. Shipping confirmation

6.1. Your order will be dispatched within 2 weeks working days from the time you've placed the order.

## 7. Prices

7.1. All prices stated on [www.mitsmitchell.nl](http://www.mitsmitchell.nl) can be subject to misprints. No rights can be derived from any misprints on [www.mitsmitchell.nl](http://www.mitsmitchell.nl)

## 8. Privacy

8.1. In order for you to purchase goods and to give you the best service possible you need to fill in personal information. We only use your personal information for processing and delivering your order correctly and for keeping you up-to-date about your order. This information is not used for any purpose of a commercial or non-commercial nature unrelated to [www.mitsmitchell.nl](http://www.mitsmitchell.nl) without your prior permission.

## 9. Customer service

9.1. If you have any questions, complaints, compliments or need help regarding your order on the webshop, feel free to contact us at: [mitsmitchell91@gmail.com](mailto:mitsmitchell91@gmail.com)

## 10. Identity of Mits Mitchell

### 10.1 ALLY

1314SK Almere

KvK-nr: 70695253

Btw-identificationnr: NL858424940B01

E-mail: [mitsmitchell91@gmail.com](mailto:mitsmitchell91@gmail.com)