



Delivery & Return

SHIPPING & DELIVERY

If the scarf is **in stock** and paid via iDEAL, Paypal or Credit Card, the order, considering it is placed on weekdays before 14:00, will be delivered within 1-3 working days. The delivery time of **custom-made scarves** will be approx. 3-4 weeks. In case of payment in advance, the order is shipped as soon as we receive the payment. If one of the scarves of an order is not in stock, the order is not sent until the entire order is complete. For delivery we use Post NL or DHL Parcel Service. Orders of one scarf will be send by normal mail. For orders of more than one scarf the order can be followed via track & trace and is offered twice. If the package has not been claimed after those two times, it can be picked up within three weeks at the postal office. The exact address of the postal office will be indicated on the notes left on delivery by the Post NL or DHL Postal Service. Shipping costs within the **Netherlands** are free.

International Shipping: We offer International Shipping to countries within the EU. Shipping costs – up to 5 scarves - within the EU are € 12 and include track and trace. Delivery is within 3-8 working days. We also ship to countries outside the EU. Shipping costs – up to 5 scarves - outside the EU are € 18 and include track and trace. Delivery may take up to 3-4 weeks. Your order may be subject to VAT, import duties and taxes, which are levied once your package reaches your country. OXFOX ships your package DDU, "duties and taxes unpaid", and does not collect the VAT, duties and/or taxes and cannot predict what your particular charges may be. If you do incur these additional charges, they must be rendered in order for your package to clear customs. For more information regarding your country's custom policies, please contact your local customs office.

	Cost	Delivery time *1
Netherlands	Free	1 - 3 working days
Europe	€12,00	3 - 8 working days
Rest of World	€18,00	10 - 15 working days

*1 Scarves in stock

Multiple Orders If you are ordering for delivery (up to 5 scarves) to the same address, you will **only be charged delivery on the first item**. If you wish to send products to more than one address you must place a separate order for each address and a separate delivery charge will be charged for each delivery address.

GENERAL TERMS AND CONDITIONS, PRIVACY & SECURITY, DISCLAIMER

In our General terms and conditions you can read all about the conditions attached to the delivery, payment and warranty of OXFOX Products. OXFOX Products respects the privacy of all users of its website and shall ensure that the personal information you provide is treated confidentially. We use your information to process orders as quickly and easily as possible. We will use this information only with your permission. OXFOX will never provide your personal information to third parties and will only expose the information to third parties who are involved in processing your order. For the content of this website and the content of other expressions of OXFOX we have established a disclaimer.

RETURNS

Right of Withdrawal

Deliverance of products:

After purchasing products you have the possibility to disband the purchase without giving reasons during 14 days. The cooling off period starts on the day after you receive the product or a pre-designated representative by you made known to the entrepreneur.

During the cooling off period you shall treat the product and the package carefully. You shall unpack or use the product only to that extent to as far as it is necessary to judge if you wishes to keep the product. If you do want to execute the right of withdrawal, you shall return the product with all accessories and -if reasonably possible- in the original conditioning and packaging to us, in accordance with the provided reasonable and clear instructions of us.

Withdrawal Costs

If you execute the right of withdrawal, you will have to pay no more than the costs of returning the product.

If you have made a payment, we shall pay back this amount as soon as possible but no later than within 14 days after the repeal or after the return shipment.

Exclusion Right of Withdrawal

We can exclude the right of withdrawal of you. The exclusion of the right of withdrawal applies only if we have clearly mentioned this at least in time before the purchase.

Exclusion of the right of withdrawal is only possible for the following products:

- a. Which are established by the entrepreneur according to specifications of the consumer
- b. That they are clearly personal in nature
- c. Which cannot be returned because of their nature
- d. That can spoil or age quickly

- e. Whose price is bound to fluctuation on the financial market which the entrepreneur has no influence
- f. For all products for which cannot be established that it concerns the original product that was delivered by www.oxfoxuk.com

ORDERING

Placing an order is very simple. You can do this by selecting an article, placing it in your shopping bag and then clicking the "Check Out" button. Fill in the shipping and payment information and choose a payment method. It is possible to add a personal message to the order if it is a present. Please use our contact form for the message. After you have reviewed the order and read the general conditions, the order can be placed. You will receive an order confirmation via email. Once the order is shipped you will be notified.