

## General terms

The establishment of a purchase agreement with BVBA Valterra entails the acceptance of and the agreement with the general terms and conditions of delivery. Orders can be placed via the Go4Balance or Lieve Plasch webshop, over the phone or via e-mail. A confirmation e-mail of the order via internet is immediately sent to the customer. In case the buyer still has not received a confirmation e-mail 1 day after he/she placed his/her order, Go4Balance or Lieve Plasch needs to be notified via e-mail or over the phone. To orders that are placed in our webshop the terms and conditions of Go4Balance or Lieve Plasch shall apply.

### Payments

The total amount is to be paid in advance. The customer can pay via the online payment system. After the payment is received, the order is shipped. If the payment has not been made within two weeks of the order, then we assume (after contact via e-mail) that the customer has cancelled the order.

Our herb drops are delivered from stock and sent via BPOST.

### Paying from Belgium

All prices are including VAT and exclusive from shipping fees for deliveries in Belgium.

### Paying from abroad

All prices are including VAT and exclusive from shipping fees for deliveries outside of Belgium.

### Delivery times.

Belgium: if ordered before 15:00, the next working day.

Netherlands and Germany: if ordered before 15:00, two working days after order.

For France: if ordered before 15:00, two to three working days after order.

Austria and Switzerland: if ordered before 15:00, three to four working days after order.

### Cancellation of ordered goods and right of withdrawal

The consumer has the right to notify Go4Balance or Lieve Plasch that he waives the purchase, provided that the goods are in original condition and if reasonably possible in the original packaging, without payment of a fine and without a state of motive within 14 calendar days from the date following the delivery of the product or the conclusion of the service agreement.

Products with clear evidence of usage can't be taken back.

The customer can cancel his/her order in writing by sending an e-mail to [info@Go4Balance.eu](mailto:info@Go4Balance.eu) or by registered mail to BVBA Valterra, Louizalaan 143 bus 4 , 1050 Brussels. It's imperative for the consumer to provide sufficient information, such as the order number and bank account number, so that the order can be retrieved and cancelled. In case the consumer makes use of his right of withdrawal, the only costs of returning goods will be charged.

In case the consumer has already paid, Go4Balance or Lieve Plasch will refund the amount as soon as possible, at the latest within 30 days after return or withdrawal.

## **Privacy**

Go4Balance or Lieve Plasch solely saves the personal data of the customer for internal purposes, for the shipment and for the invoicing. The personal data are not made available to third parties.

## **Disputes**

All disputes regarding the general terms and conditions and the agreement are governed by the Belgian law. In case of difficulties the customer and BVBA Valterra undertake to try to come to an agreement out of court. In case this is not possible, solely the court of BRUSSELS is competent to settle any possible disputes or deal with legal claims.

## **Liability**

BVBA Valterra can under no circumstances be held liable for any kind of damage resulting from the improper use of the products sold. The customer undertakes to carefully read the information provided by Go4Balance or Lieve Plasch (printed on the packaging of the product or in the leaflet). This information contains dosages and contra-indications that the user needs to observe.

Acceptance of the terms and conditions

The customer acknowledges to have read these general terms and conditions of purchase and by placing an order he/she declares to accept the latter unconditionally. The validation of the order acts as the acceptance of the general terms and conditions of purchase.

Brussels, 26 November 2019.