



Delivery Terms

This translation is provided for information only. Only the Dutch version is legally binding.

These delivery terms describe how Dena ships and delivers orders. They supplement the general terms and conditions of Dena Textile Productions B.V. If a provision in these delivery terms deviates from the general terms and conditions, this text prevails as far as delivery is concerned.

Delivery area and carrier

We deliver to Netherlands, Belgium, Germany, Luxembourg, France, United Kingdom, Denmark, Sweden, Norway, Finland, Ireland, Aruba, Curaçao, Sint Maarten, Croatia, Hungary, Czechia, Greece, Slovenia, Austria, Switzerland, Monaco, Spain, and Italy. The country you can select during the order procedure is decisive; if a country is not listed there, we do not deliver to it. Shipping is handled by DPD. We do not deliver to PO box addresses.

Shipping costs

The shipping costs are €10.84 per shipment. From an order value of €200 we ship free of charge. The costs that apply to your order are shown before you complete the order. For business buyers, different thresholds for free shipping apply per country; the threshold that applies to your company is stated in the B2B environment and on every quotation.

Delivery time

The standard delivery time is 3-5 werkdagen, provided that all ordered items are in stock. If you order on a working day before 12:00, we dispatch your order the same day; the delivery time stated is the time to delivery AFTER dispatch. If an item is not in stock, it is produced for you; the estimated delivery time is then stated with the item and on the order confirmation. For special orders, the delivery time that we state in the order confirmation applies; it may be considerably longer because the item is made for you.

Stated delivery times are an estimate and not a strict deadline, unless we have expressly designated a period as binding in writing. If we deviate materially from the stated delivery time, we will inform you without delay.

In relation to the consumer the following applies: if we do not deliver within the stated period, you may set us a reasonable additional period in writing or by e-mail. If we do not deliver within that period either, you may rescind the agreement and we will refund what you have paid within fourteen days (Article 7:19a of the Dutch Civil Code, Burgerlijk Wetboek). If a final delivery date is essential to you and you have made this known in advance, you may rescind the agreement immediately.

Partial delivery

We may deliver an order in parts. You will not pay more than the agreed shipping costs for the entire order. For the assessment of complaints and payment, each partial delivery counts as an independent delivery.

Delivery on call-off

If it has been agreed that you will call off an order in parts, you will do so within the agreed period. If no period has been agreed, a period of six months after the order confirmation applies. If no call-off takes place within that period, we may still deliver and invoice the remainder, or store the goods for your account and risk as described below.

Passing of risk

In relation to the consumer, the risk of damage or loss passes at the moment you, or a third party designated by you who is not the carrier, take actual possession of the goods (Article 7:11 of the Dutch Civil Code, Burgerlijk Wetboek).

In relation to the business buyer, the risk passes at the moment the goods leave our warehouse. If, at the request of the business buyer, shipping takes place with a different carrier or under different conditions, that transport is for his account and risk.

Acceptance and storage

You are obliged to accept the goods at the moment we deliver them or make them available. If you refuse acceptance, or do not provide the information or instructions required for the delivery, we may store the goods for your account and risk. In that case the purchase price remains due. We will then charge the actual storage costs, after having informed you of this in advance. This provision does not apply in relation to the consumer who exercises his right of withdrawal.

Incorrect or incomplete address

You are responsible for the correct and complete delivery address. If a shipment is returned to us as undeliverable because the address was incorrect or incomplete, we will charge the costs of the new shipment. We will contact you before we ship again.

Uncollected shipments

If delivery fails, DPD will offer the shipment again or make it available at a pick-up point. If you do not collect the shipment there within the period set by DPD, it will be returned to us. We will then contact you. If you still wish to receive the shipment, we will charge shipping costs again. For a consumer this applies without prejudice to the right of withdrawal: an uncollected shipment leaves that right unaffected.

Transport damage and shortages

Check the shipment on receipt for visible damage and for the number of parcels. If you see damage to the packaging, preferably sign for receipt stating that damage. Report visible transport damage, a shortage or an incorrectly delivered item within five working days of receipt via info@dena.nl, with photos of the packaging, the label and the goods themselves. Those photos are not a formality: without visual evidence we cannot recover the damage from the carrier. If you report a visible defect later, the consumer does not thereby lose his rights, but the remedy may take longer.

Special orders

A special order is an order for goods that are made or adapted according to your specification, or that are produced specially for your project. Such an order is irrevocable: it cannot be cancelled or amended and the full purchase price remains due, even if you no longer wish to accept the goods at a later stage. When you place the order and on the order confirmation, we expressly state which order lines are a special order. Article 18 of the general terms and conditions governs this in full.

Returns

If you are a consumer, you have a cooling-off period of 14 days. The return policy describes how this works, what it costs and which exceptions apply. Business buyers have no statutory right of withdrawal; returns are only possible after consultation and in accordance with the arrangements in the B2B environment.

Questions

Questions about your shipment or delivery? E-mail info@dena.nl or call +31 (0)318 588 595.