



Terms of Agreement Vlisco.com

Article 1. Application

1.1 All offers by the online shop of Vlisco Netherlands B.V. (hereafter referred to as: Vlisco.com) and all agreements made through www.vlisco.com are subject to these terms of agreement.

1.2 Vlisco.com may update these terms at anytime without prior notice. For current orders, the version of the terms agreed upon in Step 4 of the online checkout process, shall apply.

Article 2. Offers & Agreements

2.1 Making an order with Vlisco.com means that you agree with the application of these terms of agreement.

2.2 All offers are free of obligations.

2.3 Vlisco.com reserves the right to change at any time and without any previous notice the items proposed.

2.4 Vlisco.com reserves the right to not deliver to specific destinations.

2.5 Vlisco.com reserves the right to cancel any order placed by a customer with whom it has a dispute concerning a prior order, or if it has reasonable cause to suspect that such customer has violated these terms of agreement, or is engaged in any fraudulent activity or for any other legitimate cause.

2.6 Vlisco.com is not bound to its offers if mistakes/errors would occur.

Article 3. Prices & Payment Conditions

3.1 Prices are valid as they are on view on the Vlisco.com website, subject to availability. Vlisco.com reserves the right to modify the prices at any time without prior notice. You will be charged the prices displayed on the Vlisco.com website at the time your order was confirmed provided the goods ordered were available at this time and your full payment is received before the indicated payment deadline.

3.2 All orders are payable in Euro for payment in advance through one of the payment methods offered by Vlisco.com. The total order amount including shipping costs for the delivery option you have selected are presented in Step 4 of the online checkout process. Depending on the delivery address, taxes and/or import duties are included unless stated otherwise.



Article 4. Delivery

4.1 The delivery of orders takes place according to the table presented in the FAQ section of the site.

4.2 Orders cannot be delivered to P.O. Boxes. Vlisco.com cannot be held responsible if delays occur in the delivery lead-times.

4.3 In case of unavailability of a product after ordering, you will be informed of that by e-mail as soon as possible, and it will be proposed to you either to order another item shown on the Vlisco.com website in substitution or to cancel your order.

4.4 Vlisco.com is not liable in case of stock outage or unavailability of products.

Article 5. Reservation of Title

5.1 The ownership of the products you order is transferred to you upon full payment of the total order amount.

Article 6. Intellectual and Industrial Rights of Ownership

6.1 You need to fully and unconditionally respect all intellectual and industrial rights of ownership based on the products delivered by Vlisco.com.

Article 7. Returns - Exchanges - Refunds

7.1 You are entitled to return any product ordered via Vlisco.com. Please notify us within 7 (seven) working days from the day of receipt of the order by sending an e-mail to service@vlisco.com. In such case you are not bound to indicate the reason(s) why you wish to make a return shipment. The shipping costs (and any other direct or indirect cost to return the products to the premises of vlisco.com in the Netherlands) are at your charge.

Vlisco.com shall reimburse the amount in question as soon as possible but not later than within 30 (thirty) days counting from the date of receipt of the returned goods. Possible bank fees will be at your charge.

Vlisco.com recommends that you return a delivery under insurance only. Returned fabrics need to be in original condition including product labels and in the piece length they were delivered in.

7.2 You are required to check your order at the moment of delivery and notify us by sending an e-mail to service@vlisco.com within 7 (seven) working days if the delivery is not according to agreement. If it is proven that the delivery is not according to agreement, it is at the discretion of Vlisco.com to either exchange the products in question or reimburse the order amount related to the products in question.



Exchange or reimbursement shall only be arranged provided that the returned delivery is received by Vlisco.com. The cost of postage to return a delivery - which is not according to agreement - to the premises of Vlisco.com in the Netherlands is at the cost of Vlisco.com: we will credit your account for the postage cost you incurred upon receipt of the returned delivery. Any other direct or indirect costs in this are at your charge. Vlisco.com recommends that you return a delivery under insurance only. Returned fabrics need to be in original condition including product labels and in the piece length they were delivered in.

Article 8. Force Majeure

8.1 In case of force majeure Vlisco.com is, besides all other conditions which remain in full force, entitled to postpone the delivery of your order or dissolve the agreement without judicial intervention.

Article 9. Applicable Law

9.1 The terms of agreement of Vlisco.com are governed by the laws of the Netherlands and the jurisdiction of the Dutch Court.

Article 10. Miscellaneous

10.1 Vlisco.com can not be held responsible for any delays or errors due to the communication through the internet and/or e-mail.

10.2 While every effort is taken to try to ensure that the colouring and other product specifications of the Vlisco products in the photographs displayed on the Vlisco.com website are representative of the original products, variations may occur due to technical restrictions of colour reproduction on your computer equipment. Vlisco.com shall not be liable for any error or inaccuracy in the photographs or graphical representations of products displayed on the Vlisco.com website.

10.3 If you move to a new address, please do not forget to notify Vlisco.com. Orders are delivered to the last known address. If you omitted to notify Vlisco.com of your change of address, Vlisco.com cannot be held responsible for any damage you might occur if your order is delivered to your previous address.

10.4 Product reviews represent personal opinions of users of the site. Vlisco.com is not responsible for the contents of these reviews.

10.5 We guarantee that we deliver first-grade genuine Vlisco products.