

General Terms and Conditions

The general terms and conditions apply to all agreements between Puur van't veld VOFLO and the buyer. In case of a conflict between the terms of Puur van't veld VOFLO and those of the buyer, the terms of Puur van't veld VOFLO take precedence. By placing an order, the buyer automatically accepts the full terms and conditions listed here.

Prices: Unless explicitly stated otherwise, all prices are inclusive of VAT and are quoted in EURO. Puur van't veld VOFLO reserves the right to make price changes due to changing market conditions.

Information: Puur van't veld VOFLO cannot be held responsible for any printing errors. All information such as dimensions, colors, prices, etc., listed on the site may be subject to changes and are not binding. Photos may not be copied or used without prior written permission from Puur van't veld VOFLO. Puur van't veld VOFLO reserves the right to claim damages in case of violations.

Pickup of Goods: If choosing pickup at the nursery, the goods must be collected at the following address: Kapstraat 4, 8840 Oostnieuwkerke, at an agreed time between Puur van't veld VOFLO and the buyer. Orders can also be delivered on-site, and shipping costs may apply. Due to the nature of the products, the pickup must occur within one week after ordering. Puur van't veld VOFLO cannot be held responsible for loss, theft, overheating, frost, or other damage during transport by the customer. If orders are not collected within one week after ordering, Puur van't veld VOFLO cannot guarantee the quality of the product. Delivery times are provided for informational purposes only and are therefore non-binding unless explicitly agreed. Delay in the execution of the order can never be grounds for compensation or cancellation of the agreement. Puur van't veld VOFLO cannot be held liable for loss, theft, or damage during shipping.

Plant Orders: The right to withdraw from an order within 14 days for remote purchases does not apply to products that are susceptible to dying or quickly deteriorating (Economic Law Code art. VI.53.4). Cancellation or modification of an order must be done within 12 hours after the order has been registered. This can be done free of charge unless the plants have already left the nursery. After this period or once the delivery has left our nursery, if you cancel your order, 100% will be charged excluding VAT based on your purchase amount. Puur van't veld VOFLO reserves the right to refuse an order if it cannot be delivered due to unforeseen circumstances. For all other products, the consumer has 14 days to cancel the order and report the return. Afterward, 14 days to return the product. After the return is registered, we will refund the order amount (including shipping costs) within 14 days using the payment method used for the order.

Privacy: Customer data provided to Puur van't veld VOFLO is used solely for the execution of our core tasks such as orders, offers, etc. This data is not shared with third parties. You can always object to receiving mailings, newsletters, etc.

Force Majeure: Puur van't veld VOFLO is relieved from its obligations to deliver plants in case of crop failure, abnormal weather conditions, or other force majeure situations. Puur van't veld VOFLO will notify the buyer in writing or by email.

Warranties: For plants: Further growth and flowering cannot be guaranteed, as we cannot oversee treatments. For other products, Puur van't veld VOFLO offers a warranty on sold items as provided by the manufacturer.

Payment on Invoice: In case of full or partial non-payment of invoices, interest is due from the invoice date at a rate of 12% per year, without prior notice. The interest accrues daily and is capitalized annually. In case of full or partial non-payment, the amounts owed will be increased by 10% as compensation, with a minimum of €100, without prior notice. Puur van't veld VOFLO reserves the right to suspend deliveries in case of non-payment. If legal action is required to obtain payment, the customer agrees to bear the legal costs as provided in Article 1022 of the Judicial Code.

Disputes: In case of disputes or disagreements regarding this invoice, only the court of leper is competent.

Complaints: Complaints regarding deliveries/pickups must be submitted by registered letter or email within 24 hours after delivery/pickup. Complaints regarding invoices must be submitted by registered letter within 7 days after the invoice date.

Right of Withdrawal - Returns: The customer has the right to withdraw from the sale agreement and/or delivered goods without paying a penalty or providing a reason. This must occur within 14 calendar days after delivery of the products. The transport costs for returning these items are at the buyer's expense. (Note: Plants are not covered by the right of withdrawal)

Plant Returns: Plants will not be accepted for return unless otherwise agreed. Any shipping costs (both outgoing and return) are at the buyer's expense, as well as any depreciation on the returned plants. (To be determined during inspection upon receipt). A phytosanitary inspection will take place, and any additional depreciation may apply. Non-living products may be returned, provided they are in original condition and packaging, and the buyer will cover the transport costs.

Contact Information: Puur van't veld VOFLO
Kapstraat 4
8840 Oostnieuwkerke, West Flanders, Belgium
VAT BE 0827.474.039
Phone: +32 (0)485 62 27 34
Email: info@puurvantveld.be