

## E-SHOP CONDITIONS

### E-SHOP SPECIFICATIONS

- Except special conditions stated on the front of the invoice or the order form and signed for agreement by the customer, only and to the exclusion of any other, the conditions apply which are listed below.
- Rebel at Heart has the right to change the sales conditions at any time. Amendments are effective from publication on our website [www.rebelatheart.be](http://www.rebelatheart.be) and replace earlier sales conditions with immediate effect.
- Rebel at Heart cannot be held liable for any delay or non-fulfillment of its obligations as a result of causes beyond its control (force majeure). These include, but are not limited to, the following circumstances: war, riot, terror, natural disasters, fire, explosion, epidemic, lockout, lack or inability to be supplied with equipment, equipment and / or transportation, serious security breaches of the Internet, technical failures, strikes of any kind, unauthorized access and / or intrusion into the servers of the site, failure of computers or telephones, etc. In the event of force majeure, Rebel at Heart reserves the right to terminate the agreement without any compensation being required.
- The specifications and price quotations are based on current values of wages, materials and services. If changes are made independently of the will of the seller, Rebel at Heart reserves the right to adjust prices in a proportionate way. The customer has the right to cancel the agreement within 7 calendar days after he has been notified of this price change.
- Complaints regarding shipping or delivery must reach us by sending an email to [info@rebelatheart.be](mailto:info@rebelatheart.be) within 7 calendar days after delivery and in any case for the use or the resale of the goods.
- Any protest against the order must be made in writing by sending an email to [info@rebelatheart.be](mailto:info@rebelatheart.be) within 7 calendar days after the order confirmation date. The buyer is requested to state the date and number of the invoice.
- The goods are only ordered after the conclusion of the agreement and payment of 100% of the invoice.
- Payment of an amount has taken place at the moment that this is credited to a bank account of Rebel at Heart.
- All prices are in euros.
- The price used by Rebel at Heart is exclusive of costs that may be incurred in connection with the (execution of the) agreement (for example, entertainment, packaging, transport, insurance, travel and accommodation costs, shipping and handling costs, costs for a rush order), unless indicated otherwise in writing.
- Rebel at Heart is only obliged to release the goods ordered by the customer if the invoice has been paid in full. Rebel at Heart retains the title to all of its goods until they have been paid in full by the customer.
- In case of non-payment Rebel at Heart reserves the right to stop further deliveries, performances and services. In the event of non-payment we reserve the right to consider the agreement legally and without prior notice as being dissolved for the whole or the part not yet executed.
- All goods are shipped at the risk of the buyer, except in case of intent or gross negligence on the part of the carrier. Transport costs are, unless otherwise specified, at the expense of the buyer.
- In case the buyer has complaints about our webshop services, do not hesitate to contact us via [info@rebelatheart.be](mailto:info@rebelatheart.be) We will do everything in our power to treat your complaint within 7 workdays.
- We guarantee that all of our products will match your order and will satisfy your normal expectations given the specifications of the product.
- The consumer will be refunded for the products, if they, with valid proof, are not to be considered in accordance with the normal standards of the product or if they show a hidden defect. Complaints can be sent by mail to [info@rebelatheart.be](mailto:info@rebelatheart.be)
- At the consumer's request, other colors and / or other sizes can be ordered for some goods. The buyer can inquire about this possibility by sending an email to [info@rebelatheart.be](mailto:info@rebelatheart.be). These personalized requests and / or goods are produced based on the buyer's individual wishes and cannot be returned or exchanged.

- The sale of goods in our store takes precedence over the sale in the webshop. This means that if a customer buys an item in our store and as a result there is not enough stock in the webshop, Rebel at Heart does not have to comply with the sale via the webshop, and this is owed to the internet buyer without any compensation. The buyer on the webshop will be notified of this by email. The buyer can then choose to exchange or cancel the product.

#### SHIPPING - DELIVERY - e-commerce only

- All goods are shipped at the risk of the buyer, except in case of intent or gross negligence on the part of the carrier. Transport costs are, unless otherwise specified, at the expense of the buyer.
- We will deliver the products which are indicated on your order confirmation. Rebel at Heart can, in no way, be held responsible for errors made by the customer concerning the delivery or billing address and for eventual late deliveries or the impossibility to deliver the products ordered, due to that mistake.
- When a product is in stock, it shall be delivered to your delivery address within 3 to 5 workdays. This delivery schedule is an indication and therefore not binding. Deliveries are scheduled during our office hours from Monday until Friday (except on holidays).
- If a product is not in stock, the buyer will be notified with an email about an other delivery date. In case the buyer doesn't agree with the delay, the order can be cancelled or the buyer can order an alternative product. The price for the cancelled order will be refunded or, in case of an order for an alternative product, a new invoice will be made or credited, considering the price paid for the product that is cancelled.
- If Rebel at Heart is not able to deliver within the agreed time, you will be notified before the delivery term expires. If we fail to deliver within the agreed time, you can decide to cancel your order and you will be refunded within 30 calendar days after cancellation.
- Rebel at Heart cannot be held responsible for consequential damage due to late delivery or non-delivery by the courier service that we use.
- Rebel at Heart currently ships to Belgium, The Netherlands, France, Luxembourg, Germany.
- The shipping fees :
  - Belgium : free shipping
  - The Netherlands - France - Germany - Luxembourg : 20€
- When will my order ship?
 

First you place your order on our webshop, then we process it, and finally we ship it to you.  
Placing an order on our webshop is easy and takes only a few moments of your time. Processing takes 1 to 2 business days (orders placed after 13pm are processed the next business day). After this we'll take your order to a delivery point to ship it to you. The shipping can take 2-3 business days.
- I missed my package, now what?
 

The delivery company will leave a message in your mailbox which states that a delivery attempt was made. The message will contain some instructions on how to contact the shipping carrier or your order will be delivered at a local post office or parcel shop after the first delivery attempt.
- Your order hasn't arrived yet?
 

Your order is not delivered within the specified delivery time, please contact us via [info@rebelatheart.be](mailto:info@rebelatheart.be) and we will start looking for your parceling in cooperation with our logistics partner. This may take several days and a refund or replacement shipment can only be executed after this investigation, or after 30 days.

#### RETURNS - EXCHANGE - e-commerce only

- Only items purchased through [www.rebelatheart.be](http://www.rebelatheart.be) can be returned.
- Except for Sample Sale dresses, veils and gift cards which are final sale, we accept our products for returns and exchanges if requests are submitted within 14 calendar days of receiving the order (in its entirety). To return or exchange the items, please email us at [info@rebelatheart.be](mailto:info@rebelatheart.be) with your name, address, invoice number and the specific item(s) you would like to return or exchange. After we receive the customers written request, we will respond with further instructions about returning this item(s) to us.

- The articles need to be sent back in the same condition they were sent in. This means in the original box, including tag and with any accessories that were included. The tag must not be removed from the goods to be accepted for a return or an exchange.
- For shoes, we recommend fitting them indoors on a clean surface. If the sole is damaged by wearing it outdoors, we can no longer take it back and refund it.
- The soles of the shoes of our label Moments by Content have been equipped with a protective foil, so you can try on the shoes without damaging the sole. We will only accept returns if this foil is still in its original state.
- Articles with make-up stains or other stains will not be accepted.
- For hygienic reasons beauty articles, lingerie and earrings cannot be exchanged or returned.
- Pack your return package well with suitable packaging material - you can even use the original packaging
- Bring your package containing a copy of the invoice and the items you want to return to a Bpost office and send it to Rebel at Heart, Dorp-West 84, 9080 Lochristi. Request proof of delivery from Bpost and keep it for at least 3 months.
- After Rebel at Heart has received the returned item(s) from the customer, Rebel at Heart will process the necessary refund due to said customer as soon as possible. The customer will then be refunded in full to his original form of payment, excluding the cost of the chosen delivery. Our delivery supplier will also not refund the cost of returning the item(s) to Rebel at Heart. If there was any promotional or other discount when the initial order has been placed, any refund will only reflect the amount of what the customer actually paid.
- The refund will be made to the same account you paid with.
- How does the customer places a return or exchange?
 

We're sorry to hear you didn't love your purchase. To return or exchange the items, please email us at [info@rebelatheart.be](mailto:info@rebelatheart.be) with your name, address, invoice number and the specific item(s) you would like to return or exchange. After we receive the customers written request, we will respond with further instructions about returning this item(s) to us.
- What is the return policy of the customer ?
 

All returns must be processed within 14 calendar days of receiving the order. The invoice number must be provided to place a return. After the customer has contacted Rebel at Heart, the customer again has 14 calendar days to return the goods to Rebel at Heart. The customer will be refunded in full to your original form of payment. Please note, the original shipping charges are not refunded.

The customer is responsible for the costs of the return shipment. These costs depend on the shipping method the customer chooses. Without proof of shipment with Track & Trace code, lost returns will not be refunded. This might be requested too if the items haven't been returned on time.

Please note that Sample Sale dresses and other Sample Sale goods, veils, and gift cards are final sale and can not be returned or exchanged!
- How long takes a process of returning?
 

Rebel at Heart undertakes to make the refund at the latest within a period of 14 calendar days after we have received the goods back from you. All card refunds usually take 5-10 business days to appear on your statement.
- What to do if the customer has received the wrong product?
 

If you received a product different from the one that you ordered, we are sorry! Please contact us at [info@rebelatheart.be](mailto:info@rebelatheart.be) and we'll send you the item you ordered.
- How to return goods?
 

Rebel at Heart advises the customer to keep the items in original condition and / or packaging including tag. If the returned item is damaged or the packaging is missing, Rebel at Heart can hold the customer liable for the depreciation that the good has suffered as a result and claim compensation for it that is proportional to this depreciation. (article VI.51 §2 WER)
- What to do if the customer needs the ordered item in another size or color or etc?
 

In that case the customer needs to place a new order and exchange/return the wrong item. How to return an item? Please see above.