

## TERMS AND CONDITIONS

### PRIVACY POLICY

Please refer to our Privacy Policy for information about how we collect, use, disclose and otherwise process information about you.

### LEGAL INFORMATION

- Identity of the company | Rebel at Heart Bridal Studio , Dorp-West 84, 9080 Lochristi | Email: info@rebelatheart.be | TVA: BE 0832174678
- Rebel at Heart will handle all orders and related personal details of customers in accordance with the provisions of the GDPR (general data protection regulation)
- In the event of a dispute, the courts or the justice of the peace of the district of Ghent in Belgium are competent. Belgian law applies to this agreement.
- 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.
- We also reserve the right to consider the agreement to be terminated by operation of law and without prior notice of default in the event of bankruptcy or apparent insolvency of the customer.
- Our website, text, photos, names, logo's and in general every communication is protected by intellectual property rights that are with our suppliers or other stakeholders.

### SPECIFICATIONS FOR ORDERS IN STORE

- Except special conditions stated on the front of 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.
- 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.
- For goods ordered by the buyer in our store or by mail we do not accept any cancellation. Our sales are final. In case of a cancellation of the purchase, the customer will always owe the full amount of the product to Rebel at Heart Bridal Studio. The outstanding amount will be paid by the customer within 7 calendar days after the breaking of the agreement.
- The goods are considered to be delivered and accepted by the buyer at the moment of departure of our store.
- Payments can be done in our store in cash or by Payconiq; we don't accept Visa/Mastercard or a bank transfer. Any costs of payment will be charged on the customer.
- At the time of purchase, the customer pays 70% of the total sales price of the goods. The remaining 30% of the total sales price needs to be paid by the delivery of the goods in our store, or when agreed by the seller on the next appointment of the fitting of the goods/dresses.
- All accessories (e.g. shoes, veils, jewelry, hair jewelry, knitted wear, scarfs, jackets,...), kids fashion, bridesmaids fashion, occasional wear needs to be paid in full, and to be taken away if we have them already in our stock. We cannot stock them for you.
- Goods in sample sale need to be paid in full and need to be taken away immediately. We don't offer any alternation service for goods in sample sale or on a discount.
- The goods can not be exchanged and not be returned.
- After the conclusion of the agreement the product, the size or model can not be changed.
- Rebel at Heart definitively determines the size of the goods at the time of the conclusion of the sales agreement with the buyer.
- All prices are in euros.
- Rebel at Heart can not be responsible for a later delivery due to a late or non-payment of the buyer.

- In case of late or non-payment by the buyer, the production of the goods and services stop immediately and the production of the goods and services start up again if Rebel at Heart has received the entire agreed amount (of payment). If in that case rush orders or rush alternations are needed, extra costs will be charged to the buyer. Rush alternations are at a rate of 50% extra of the normal alternation costs. Rush orders due to the designer are at a rate fixed according to the fees of the designer and will be invoiced to the customer.
- Prices adjustments are possible due to custom-made goods, and from sizes US12-BE44-EU42-ES42, due to customized changes, due to fabric changes.
- 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.
- We offer an alternation service if this service can start at least 12 weeks in advance of your wedding date mentioned on the order. Appointments for our retouching service and collections go ahead on selected weekdays, subject to our availability. The customer cannot rely on the online calendar for this. For this, appointments are booked by mail.
- The customer hereby expressly accepts full responsibility for the result of these adjustments. The costs of these adjustments are borne by the customer. Rebel at Heart accepts no responsibility whatsoever for modifications to the delivered products.
- If adjustments have to be made to the goods after they have been adjusted and ordered by the customer, these adjustments will be charged separately by Rebel at Heart on top of the selling price of the sold goods.
- If the customer doesn't contact us on the agreed date, we assume no alternations need to be done. If afterwards, the customer still wants alternations to be done, Rebel at Heart is allowed to ask an additional cost of 50% of the normal alternation cost.
- Our alternation service includes only standard alternations. Our standard alternations are shorten skirts (hem), narrow waist, shorten shoulder straps, shorten sleeves of tops and dresses. No other alternations then those mentioned above can be asked to execute by Rebel at Heart.
- Rebel at Heart doesn't offer alternations for redesigning or remaking clothes pursuant to pregnancy or weight changes. Rebel at Heart never remakes clothes to another model.
- If the customer wishes to cancel the alternations after the clothes were already pinned, the customer needs to pay a lump sum of 100€ to Rebel at Heart.
- Rebel at Heart is not obliged to offer an alternation service and can decide at anytime not to offer an alternation service.
- In the event of non-payment of the goods within the set period, interest on arrears, equal to the statutory interest, will be due from the due date by operation of law and without prior notice of default. In addition, a flat-rate compensation of 10% is due on the order amount.
- Rebel at Heart is only obliged to release the goods ordered by the customer if the selling agreement 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.
- If the buyer does not collect the goods on the date communicated to him, we reserve the right to consider the agreement as terminated after expiry of a period of fifteen calendar days, without prior notice of default. The storage of the goods awaiting delivery or collection is at the expense and risk of the buyer. For storage of goods, the customer will be charged 5€ per calendar day.
- In case of non-payment we reserve 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.
- If you're not able to attend an appointment, Rebel at Heart asks the customer to inform us 72 hours in advance by mail on [info@rebelatheart.be](mailto:info@rebelatheart.be) If you have made an appointment via our online calendar be aware that the fee you've paid will not be refunded in case of cancellation, no-show or no purchase of at least € 1000€. This fee will be used as a by way of compensation for the time you've reserved in our agenda. This fee will be used as compensation for the blocked time in our calendar. With regard to other appointments made (not made via our online calendar, but made in our store or by mail), we also ask to inform us 72 hours in advance if the appointment cannot take place, otherwise a compensation of 50 € will be charged.