

Fashionrebelsamsterdam website and related services are made available to you in accordance with the following Terms & Conditions. Please read them carefully before ordering. NEW AMS B.V. is a company registered in The Netherlands at the address Tefelenstraat 128, 1107 SN Amsterdam, the Netherlands. Our VAT Number is **NL857343622B01**. We periodically make amendments to these Terms and to the information contained in our website, so we advise you to check back often. Your statutory rights shall remain unaffected by these Terms & Conditions.

#### Acceptance of your Order

Once an order is placed you will receive a confirmation acknowledging your details. This is an acknowledgement of your details and is not a confirmation of your order. A contract between you and FASHIONREBELSAMSTERDAM is confirmed once you receive an email with your tracking information. We reserve the right not to accept your order if the item is out of stock, does not pass our quality checking stage, or if we are unable to obtain authorization for payment. All orders are subject to availability and confirmation of the order price.

#### Pricing and Availability

Whilst we try and ensure that all details, descriptions and prices that appear on the Website are accurate, there may be cases where errors occur. If we discover an error in the price of any products that you have ordered, we will inform you of this as soon as possible and, give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, your order will be treated as cancelled. If you cancel and you have already paid for the products, you will receive a full refund.

If items that you order are out of stock, subject to a delay, or have detail or description errors we will try to contact you at the email address you provided. If we cannot contact you in regards to our out of stock orders we will cancel these within 48 hours and you will receive a full refund.

We aim to dispatch all orders within 2 working days subject to credit clearance and address verification. All international shipments are delivered by UPS.

All shipments sent with POSTNL require a signature as proof of delivery. Shipments are insured whilst in transit from FASHIONREBELSAMSTERDAM until the parcel is signed for, at which point responsibility for your purchased goods passes to you. You can track your order at [www.ups.com](http://www.ups.com). If your tracking information is not available, please email [info@fashionrebelsadam.com](mailto:info@fashionrebelsadam.com)

POSTNL may authorize parcels to be left at an agreed location (eg. Outside the delivery address). A signed note will be required and this will be used as proof of delivery. Customers that authorize this form of delivery do so at their own risk. Neither POSTNL nor FASHIONREBELSAMSTERDAM is responsible for lost/stolen parcels.

To ensure that your order reaches you as quickly as possible, please provide us with a telephone number. If we are unable to reach you to arrange delivery within 48 hours, your order will instead be shipped with our next day delivery service and shipping costs will be adjusted accordingly. Any orders sent out that cannot be delivered will be returned to FASHIONREBELSAMSTERDAM. and the customer will bear the costs for re-delivery. A charge will be incurred should you not be present during the specified delivery window or if the driver is required to wait.

#### INTERNATIONAL DELIVERY (outside Europe)

Orders are shipped with POSTNL that takes 2-4 days to reach the delivery destination (subject to customs clearance). We will ensure to keep you informed of any delays that occur as a result of customs inspections.

From time to time, we run free shipping promotions. To be notified of any promotional codes or other offers valid on our site via email, simply sign up at the footer of our website or go to [\(click here\)](#)

#### DUTIES & TAXES

Taxes and duties are calculated according to your shipping destination. You can shop online in Euros or Sterling depending on your shipping destination. The online prices shown to shipping destinations outside the EU are excluding VAT.

International orders are shipped on a DDU (Delivery Duties Unpaid) basis. This means that any duties and taxes incurred in the country of destination are the responsibility of the customer. If a shipment is refused, we will do what we can to nullify the customs charges and have the shipment returned to FASHIONREBELSAMSTERDAM. We cannot guarantee that customs charges can be voided for a refused shipment. In this case, we will deduct the amount from your refund.

Customs charges vary depending on the country of delivery. If you are concerned about incurring high customs charges, we recommend you ask your local customs office about their rates. Alternatively, please email [info@fashionrebelsadam.com](mailto:info@fashionrebelsadam.com) and we will look into this for you.

Please also note that your shipment/order cannot be classed as personal effects/personal use as your shipment is coming from FASHIONREBELSAMSTERDAM as a business to

yourself as a consumer. Therefore, you are responsible for import duties/taxes at your local customs office. Duty and taxes incurred in the country of destination are the responsibility of the customer. When you placed your order, you agreed to our terms and conditions of purchase.

#### RUSSIA

FASHIOREBELSAMSTERDAM is unable to deliver jewellery, furs or exotic skins to Russia if you are ordering a piece containing these materials you will be asked to provide shipping address outside of the Russian Federation.

#### CHINA

FASHIONREBELSAMSTERDAM. ship to China via POST.NL on a DDU (Delivery Duties Unpaid) basis. Due to customs restrictions, we require the receiver to provide a ten digit customs registration number (CR number) to FASHIONREBELSAMSTERDAM. which must be obtained from Chinese customs. We cannot ship orders to China via DHL courier without the required CR number. Please be advised that you will need to contact your local customs for the customs registration number (CR number). Your local customs will return your shipment to us if you cannot provide your personal customs registration number. In this event you still may incur duties and taxes from customs in China, which you as the customer would be solely responsible for. Your ID number is not the CR number that is required by your local customs.

#### Pre-orders & Made to Order

Made to Orders are non-returnable, non-exchangeable and must be agreed to before orders can be engaged. You will receive a confirmation e-mail with further details once

orders have been placed. Please contact [info@fashionrebelsadam.com](mailto:info@fashionrebelsadam.com) for all enquiries.

Pre-ordered items will be charged in full and secured for you as soon as the order is placed. Once your order has arrived we will be able to ship your item directly to you. If you combine your pre-ordered item with items currently available the order will be shipped separately but you will only pay one shipping fee.

The returns policy for pre-orders is the same as for all other orders.

#### Returns policy

Making a return for a refund or exchange is simple:

1. Get in touch with us at [info@fashionrebelsadam.com](mailto:info@fashionrebelsadam.com) within 48 hours of receiving your order.
2. Request a Return Authorisation Reference number.
3. Include your original receipt in the returned parcel ensuring that your Return Authorization Reference number is clearly written on the receipt. Any returned items that are not accompanied by an official returns reference number will not be accepted.
4. It is advisable to send returned items by registered post and keep your proof of postage certificate, as we cannot be responsible for goods lost or damaged in transit. FASHIONREBELSAMSTERDAM. don't pay return costs.
5. Send your return to:  
FASHIONREBELSAMSTERDAM Tefelenstraat 127, 1107 SN,  
Amsterdam, The Netherlands.

If you have questions, you can contact one of our Customer care representatives who will be happy to talk

you through our returns procedure, simply send an email to [info@fashionrebelsamsterdam.com](mailto:info@fashionrebelsamsterdam.com).

FASHIONREBELSAMSTERDAM. accept returns and exchange requests made within 14 days from when the order has been received by you. Returns received after the 14 day period and up to 28 days will only be accepted at the discretion of FASHIONREBELSAMSTERDAM. for a store credit. Store credit is valid for 1 year from issue date. Returns received after the 28 day period will not be accepted and will be returned to you.

The products you return must be in new and unworn condition with all the original packaging and garment tags still attached. We do not accept any item with any indication that it has been used. In such cases, the item will be returned to you.

If you wish to receive a refund we will re-credit the original purchaser's credit card for the sum paid less any taxes and duties and less the postal costs.

From November 27th we do operate an extended returns policy for Christmas gifting, for your full refund you will need to notify Customercare that you intend to return by January 4th and have your parcel collected no later than January 8th.

FASHIONREBELSAMSTERDAM. are not responsible for any item that is not returned in the manner set forth above and we cannot accept responsibility for packages until we are in possession of them. Your statutory rights as a customer remain unaffected.

#### Exchanges

If you would like to exchange an item, you will need to return the original item and then place a new order. You will receive a full refund for the original item, according to our returns policy.

## Payment

You can choose to pay with PayPal or with a debit or credit card.

When selecting the Paypal option at checkout, you will be directed to the PayPal site to 'Log In' and review the amount shown before clicking 'Pay Now'. Once this transaction is complete, you will then return to FASHIONREBELSAMSTERDAM.

We accept Visa, Master Card and American Express. All credit/debit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your payment card refuses to authorize payment, we will not be liable for any delay or non-delivery of your order. We also reserve the right to cancel your order. For first time customers, we only ship to the billing address.

By submitting an order to us through our website you represent and warrant that the payment details provided on your order are valid and correct and that when your order is accepted and processed by us, payment will be made in full. Payment is only debited from your card at time of dispatch.

All transactions on this website are processed using Multy Safepay, a secure online payment gateway that encrypts your card details in a secure host environment.

If you have any questions about paying online please contact us [info@fashionrebelsadam.com](mailto:info@fashionrebelsadam.com).

## Liability and Indemnity

Except in relation to our contractual obligations to supply goods following acceptance of orders placed on our website, neither we nor any of our directors, employees, suppliers or other representatives will be liable in

contract, tort, negligence or otherwise for any loss or damage whatsoever in any way connected with your use of the website.

You agree fully to indemnify us, our directors, employees, suppliers or other representatives from and against all liabilities against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the conditions by you or any other liabilities arising out of your use of this website. We may terminate your use of the website immediately if we consider that you have breached these terms and conditions.

#### Jurisdiction

This website is controlled and operated by FASHIONREBELSAMSTERDAM. in the Netherlands. These terms and conditions and all matters connected with any order you place in our website are governed by European law.

#### Copyright Statement

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the FASHIONREBELSAMSTERDAM. website are the property of their individual owner-companies.

#### General

We may change or modify these terms and conditions at any time, and your continued use of this site following such change shall signify your agreement to be bound by the modified terms of conditions. Please read the terms and conditions and check back often.