

## Definitions

1. *My Bathrobe*: Dextile, based in Borne, registered under Chamber of Commerce number 68544979.
2. *Customer*: The party with whom My Bathrobe has entered into an agreement.
3. *Parties*: My Bathrobe and the customer together.
4. *Consumer*: A customer who is also an individual acting as a private person.

## Applicability of General Terms and Conditions

1. These terms and conditions apply to all offers, quotations, work, orders, agreements, and deliveries of services or products by or on behalf of My Bathrobe.
2. Parties can only deviate from these terms and conditions if they have explicitly agreed to do so in writing.
3. Parties explicitly exclude the applicability of additional and/or deviating general terms and conditions of the customer or third parties.

## Prices

1. All prices used by My Bathrobe are in euros, include VAT, and exclude any other costs such as administration costs, levies, and travel, shipping, or transport costs, unless explicitly stated otherwise or agreed otherwise.
2. All prices that My Bathrobe uses for its products, on its website, or that are otherwise made known, can be changed by My Bathrobe at any time.
3. Increases in the cost prices of products or parts thereof, which My Bathrobe could not foresee at the time of making the offer or entering into the agreement, may give rise to price increases.
4. The consumer has the right to dissolve the agreement as a result of a price increase as referred to in paragraph 3, unless the increase is the result of a statutory regulation.

## Samples and Models

If the customer has received a sample or model of a product, they cannot derive any rights from it other than that it is an indication of the nature of the product, unless the parties have explicitly agreed that the products to be delivered will correspond with the sample or model.

## Payments and Payment Term

1. My Bathrobe may require a down payment of up to 50% of the agreed amount when entering into the agreement.
2. The customer must pay the remaining amount within 7 days after delivery.
3. Payment terms are considered final payment terms. This means that if the customer has not paid the agreed amount by the last day of the payment term, they are in default by law, without My Bathrobe having to send a reminder or declare the customer in default.
4. My Bathrobe reserves the right to make delivery dependent on immediate payment or to require a guarantee for the total amount of the services or products.

## Consequences of Late Payment

1. If the customer does not pay within the agreed term, My Bathrobe is entitled to charge

statutory interest of 2% per month for non-commercial transactions from the day the customer is in default, whereby part of a month is counted as a full month.

2. When the customer is in default, they are also liable for extrajudicial collection costs and any damages to My Bathrobe.
3. The collection costs are calculated in accordance with the Compensation for Extrajudicial Collection Costs Decree.
4. If the customer does not pay on time, My Bathrobe may suspend its obligations until the customer has fulfilled their payment obligation.
5. In the event of liquidation, bankruptcy, seizure, or suspension of payments on the part of the customer, the claims of My Bathrobe on the customer are immediately due and payable.
6. If the customer refuses to cooperate in the execution of the agreement by My Bathrobe, they are still obliged to pay the agreed price.

### **Cooling-Off Period / Right of Withdrawal**

1. The consumer has the right to withdraw from the agreement within a period of 14 days without giving any reason. This period starts on the day after the consumer, or a third party designated by the consumer who is not the carrier, has received the product.
2. During the cooling-off period, the consumer must handle the product and packaging with care. They may only unpack or use the product to the extent necessary to determine whether they wish to keep the product.
3. If the consumer exercises their right of withdrawal, they will return the product with all delivered accessories and, if reasonably possible, in the original condition and packaging, in accordance with the reasonable and clear instructions provided by My Bathrobe.
4. The consumer is liable for any diminished value of the product resulting from handling the product beyond what is necessary to determine the nature, characteristics, and functioning of the product.
5. The consumer is not liable for diminished value of the product if My Bathrobe did not provide all legally required information about the right of withdrawal before or at the conclusion of the agreement.

### **Returns and Exchanges**

1. If the consumer exercises their right of withdrawal, they must notify My Bathrobe within the cooling-off period of 14 days after receiving the product via [info@my-bathrobe.com](mailto:info@my-bathrobe.com).
2. The consumer must return the product within 14 days after the notification referred to in paragraph 1 to the return address provided by My Bathrobe. The product must be returned in its original condition and packaging, in accordance with the reasonable and clear instructions provided by My Bathrobe.
3. My Bathrobe will refund all payments made by the consumer, including any delivery costs charged by My Bathrobe for the returned product, promptly but within 14 days following the day on which the consumer notifies My Bathrobe of the withdrawal. Unless My Bathrobe offers to collect the product itself, it may withhold the refund until it has received the product back or the consumer provides proof of having returned the product, whichever is earlier.
4. My Bathrobe will use the same payment method for reimbursement as the consumer used, unless the consumer agrees to a different method. The reimbursement is free of charge for the consumer.
5. If the consumer has chosen a more expensive method of delivery than the cheapest

standard delivery, My Bathrobe does not have to refund the additional costs for the more expensive method.

6. Exchange: The consumer also has the option to exchange the product for another product or a different size within the cooling-off period of 14 days after receiving the product. The same conditions apply as for withdrawal, with the following addition: If the consumer decides to exchange a previously exchanged product again and the new product still does not fit, return costs of €5.95 will be charged. The exchanged product must be returned in its original condition and packaging.

## **Exclusions**

1. Products that are damaged, washed, or altered are not eligible for return or exchange. The consumer must carefully inspect the product before returning it.

**For further questions about our return policy, please contact our customer service via [info@my-bathrobe.com](mailto:info@my-bathrobe.com).**