

TERMS AND CONDITIONS

Retro Tape XL

1. Scope and Applicability

These Terms and Conditions ("Terms") apply to all offers, orders, and agreements concluded via the website www.retrotapexl.com and any offline or retail sales channels operated by Retro Tape XL. Retro Tape XL is a brand name of AVB Precision Engineering B.V. By placing an order, the Customer agrees to be bound by these Terms.

2. Products

Retro Tape XL sells wall art products under the brand name Retro Tape XL, including decorative wall tape installations and related design elements ("Products").

All Products are intended for personal use. Commercial resale is prohibited without prior written permission.

3. Pricing and Payment

All prices are listed in EUR (€), including VAT where applicable, unless stated otherwise.

Prices may be changed at any time without prior notice.

Payment must be completed in full before shipment.

Accepted payment methods include, but are not limited to:

- iDEAL
- PayPal
- Major credit cards
- Other secure electronic payment providers

We reserve the right to cancel orders in case of fraud suspicion, pricing errors, or payment failure. Invoices are available upon request. For shipments outside the European Union, customs duties and import taxes are the responsibility of the Customer.

4. Order Processing and Delivery

Orders are processed within 1–3 business days unless otherwise stated.

Estimated delivery times are indicative and not guaranteed.

Delays caused by carriers, customs authorities, force majeure, or other external logistical disruptions do not entitle the Customer to compensation.

Customers are responsible for providing accurate shipping details. If a parcel is returned due to incorrect address information, additional shipping costs apply.

5. Risk and Ownership

Ownership of the Products transfers only after full payment has been received.

Risk of loss or damage transfers to the Customer upon physical delivery of the Product to the Customer or a designated third party, in accordance with applicable EU consumer legislation.

If a shipment is marked as delivered by the carrier, Retro Tape XL reserves the right to request reasonable cooperation from the Customer in investigating the delivery before issuing a replacement or refund.

For deliveries outside the European Union, Retro Tape XL's responsibility is limited to proper dispatch of the shipment to the carrier in good condition.

In case of transport loss, Retro Tape XL reserves the right to investigate with the carrier before issuing a replacement or refund.

6. Right of Withdrawal

Consumers residing within the European Union have the right to withdraw from the purchase within 14 days of receiving the Product without providing reason.

To exercise the right of withdrawal, the Customer must notify Retro Tape XL by email. A model withdrawal form is available upon request.

Return shipping costs are borne by the Customer.

Returned Products must be unused and in original condition.

Refunds will be processed within 14 days after receipt of the returned goods.

The right of withdrawal does not apply to:

- Custom-made Products
- Products manufactured according to Customer specifications

For customers residing outside the European Union, returns are accepted only in case of defective or damaged Products, unless otherwise agreed in writing.

7. Cancellation Policy

Custom-made Products may only be cancelled before production begins.

Production is considered to have started when:

- The design process has commenced;
- Specific materials required for the Product have been ordered;
- Any part of the Product has entered manufacturing.

Standard (non-custom) orders may be cancelled until shipment has been booked with the carrier.

8. Warranty

All Products are covered by the statutory minimum warranty period of 2 years under EU law.

The warranty covers defects in materials or workmanship under normal use.

The warranty does not cover:

- Normal wear and tear
- Improper installation
- Misuse or abuse
- Unauthorized modifications
- External damage

This warranty does not limit mandatory consumer rights under Dutch law.

9. Colors and Display Disclaimer

Actual product colors may vary due to monitor settings, screen calibration, and lighting conditions.

Minor color variations do not constitute a defect.

10. Limitation of Liability

Retro Tape XL's total aggregate liability shall be limited to the purchase price paid for the Product.

Retro Tape XL shall not be liable for:

- Indirect damages
- Consequential damages
- Loss of profit
- Loss of data
- Business interruption

Nothing in these Terms excludes liability where exclusion is not permitted under mandatory law.

11. Intellectual Property

All designs, artwork, branding, product concepts, and website content remain the exclusive property of Retro Tape XL and AVB Precision Engineering B.V. Reproduction, resale, distribution, modification, or commercial exploitation without written consent is strictly prohibited.

12. Indemnification

The Customer agrees to indemnify and hold Retro Tape XL and AVB Precision Engineering B.V. harmless from any claims arising from misuse of Products or breach of these Terms.

13. Website Use and Misuse

It is prohibited to:

- Copy website content
- Scrape product data
- Reverse engineer designs
- Disrupt website functionality
- Engage in fraudulent activity

Retro Tape XL reserves the right to restrict access in case of misuse and to pursue legal remedies where appropriate.

14. Force Majeure

Retro Tape XL is not liable for failure or delay caused by circumstances beyond its reasonable control, including natural disasters, strikes, transport disruptions, supplier failures, or governmental measures.

15. Governing Law and Jurisdiction

These Terms are governed by the laws of The Netherlands. Disputes shall be submitted to the competent courts of The Netherlands.

16. Company Information

Retro Tape XL is a brand name of:

AVB Precision Engineering B.V.

Mercuriusstraat 52
7006 RM Doetinchem
The Netherlands

Chamber of Commerce (KvK) number: 92815723

VAT number: NL866182123B01

Email: info@retrotapexl.com