



General terms and conditions Miracles by Stella

We like to work on improving our brand, Miracles by Stella. We believe that 'everything can always be better', growth is very important to us. And if everything can be better, so can the terms and conditions. Better, more fun and more loving. We introduce to you: the most loving general terms and conditions of the Netherlands. Really. Take a look at article 6, for example.

We see these terms and conditions as a natural part of our ongoing effort to improve but also as an exciting experiment.

We present to you our loving terms and conditions!

Miracles by Stella: pure natural & vegan care

General terms and conditions ... those are the rules that nobody reads, right? Yes, they usually are, but in this case it's different. These general terms and conditions will make you BLY! You taste our love when it's good.

All conditions are based on our principles and our attitude (see article 1.) Our conditions are written for you and not to be used against you. Why? Because we believe in what we do, we believe in our service, in our advice and we believe in our Miracles.

1. The principles of Miracles by Stella

- Customer? We wouldn't exist without you, so we're carrying you on our hands!
- Our aim? We: a little better every day! You! Happy!
- Service? Yes and like to be as personal & loving as possible

In addition to striving to become better every day, we therefore strive for 100% satisfaction, i.e. for you to become FULL of our service and our products. Such a goal requires a certain attitude: the 'we-keeping-of-our-customer attitude'.

2. Who is Miracles by Stella

1. Address

These general terms and conditions belong to Miracles by Stella. We are a new pure nature & vegan cosmetics brand, we have our own webshop and we work together with various parties to stock the on- and offline shops/salons/wellness centres that match our values. We do not have a visiting address, because we do not have our own premises. Oh and we are Judith Webber & Celesta Handstede-Kessels. Our business address is:

Miracles by Stella
Sandwijk 361035
LC Amsterdam

2. The Miracles by Stella numbersKVK

: 71163352BTW
number:NL858604759B01
IBAN: NL77KNAB0257208763



3. Contact

Do you have any questions, do you want to give a tip or is there any other reason why you want to contact us, that's possible! We like it when you call or email us.

Send an e-mail to info@miraclesbystella.com and we will respond within two working days at the latest. Prefer to call? May as well. Judith's phone number is 06-41369238. We can also be reached via the well-known social media channels. On our [CONTACTPAGINA](#) all contact options are listed.

3. When do these conditions apply?

1. Consumers

These general terms and conditions only apply when a consumer buys something from us or concludes an agreement with us. A consumer is a private person, not a company.

For non-consumers, such as sole traders and legal entities 'acting in an occupation or business', we have different general terms and conditions. If you are a company, you can request the terms and conditions by sending an e-mail to info@miraclesbystella.com.

2. Offer and Buy

These conditions apply when we make you a nice offer, when you buy something from us. You buy something or place an order with us when you press the button (with which you order or buy something). We do our best to bring these terms and conditions to your attention. They are at the bottom of every page under the link: 'General terms and conditions' and we ask you to agree to these terms and conditions during the ordering process.

4. The Agreement

1. Buy safely If

you buy something at Miracles by Stella you do so in a secure web environment. At the bottom of these Terms and Conditions we will go into more detail.

2. Confirm as soon as

you have placed an order with us you will receive a confirmation by email. On this confirmation you will find all necessary information. Most of the information can also be found on our site. We ask you to keep this (digital) receipt in a safe place.

3. Shipping If

you order **before 16.00 hours**, then your order (within the Netherlands) the same day beautifully packed & shipped and you will have your Miracles the next day. Our shipping costs are standard within the Netherlands € 5,95 for orders under € 35,-. There is a surcharge for other countries. As soon as an order is shipped you will receive an email with a Track & Trace code so you can track your order yourself.

4. E-mails not received

If you have not received an e-mail please contact us so we can correct it. Tip: also check your 'spambox'.

5. Pay



You can pay at Miracles by Stella via iDeal, credit card, Paypal and ApplePay. After you've placed your order with us, you can choose how you want to pay in step 3. You will then enter the secure online banking environment of your bank/Paypal/credit card and can pay in the way you know how.

Recently we also offer you payment afterwards via Klarna.

In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment method(s). Payment should be made to Klarna.

- Pay afterwards

You can find more information in [Klarna's terms of use](#). General information about Klarna can be found [here](#). Your personal data will be processed by Klarna in accordance with the applicable data protection law and as described in [Klarna's privacy statement](#).

6. Returns/returns

The law calls it the 'right of dissolution', but we simply call it return or return. If you have received a product, but you regret it or it is not what you expected, you may return it. To be honest, however, we prefer not to do so, because it costs packaging and handling again. That doesn't fit in with our idea of sustainability. We have another solution for that.

Summary

At Miracles by Stella we go for happy customers. If you are not happy, you file a complaint and get your money back. You can also always return a product if you don't like it. We will then simply deposit your money back. However, you will have to pay the usual shipping costs for the return. We are not yet that big and financially strong that we can carry this for you. However, we do do everything we can to inform you well in advance, so that you know what you are buying, so that - if all goes well - you have nothing to return. We prefer to have happy customers!

1. Not good - money back!

Yeah, you read that right. At Miracles by Stella, if you really don't like a product, you can make a complaint and we'll give you your money back. Not good - money back.

2. Return within 30 days

Within 30 days you may return everything anyway. Whether you have already used the product or not.

3. Reason for returning

We do like to hear why you want to return something, who knows, maybe it's something we can take with us for the future or something we can learn from. Then sending it back isn't for nothing.

4. How can you return something?

If you want to return something, the quickest way is to send us an email with the **order number, your last name, the product** you would like to return and the **reason for the return**. We will then explain how to return the product. We will make it as easy as possible for you.

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5. Returns *Please ensure*

that you return the product in a suitable packaging so that it cannot break down on the way. For example, in the packaging in which we sent it to you. Send the products back complete. If you have any questions about the shipment and how best to handle it, feel free to [CONTACT](#) with us and we will guide you through it.

6. Costs for returning the product

We can be brief about that: they are for your account, provided it concerns a complaint. If you are really not satisfied and you want to return the product for some reason, we will bear the costs. In fact: you will receive a new product from us. Logical in our opinion. Because we go for customers who love our products.

7. Money back

As soon as the products are returned to us, or after receiving your complaint, we will refund your money to your account within 10 working days. We will refund the following amounts: a) the cost of the products returned or about which the complaint is about and b) the shipping costs one, MITS you have returned all products of the order concerned or have complained about all products received.

8. Abuse

We have confidence in people and therefore also in our customers. It's not a bad thing to regret a purchase, a product can be disappointing. We like to make you happy and are therefore very flexible. Of course, we assume that you don't betray our trust. We reserve the right to refuse customers in the future should we have the idea that someone is taking advantage of our flexibility. After all, trust works both ways.

7. Delivery

1. Costs

Shipping and packaging costs are already included in the total price. They are clearly mentioned in our webshop.

We always ship our parcels in the Netherlands for € 5,95 if the order is under € 35,-. To other countries we charge a surcharge. Before you pay you will always see what the shipping costs are.

2. Environmentally friendly packaging

We don't charge packaging costs. We like to send the products in recycled packaging, because this is better for the environment. You may be able to tell from the box that it has been reused. The green filling material is also environmentally friendly. It is made of corn and is biodegradable. You are therefore allowed to dispose of it at the GFT. The foams even dissolve in water. Sometimes we reuse these foams, when we can. Miracles by Stella not only sells pure nature & vegan products, but also likes to ship them in the most environmentally friendly way.

3. Gift!

Are you ordering a present from us for someone else? Have your Miracles wrapped as a beautiful gift, you can easily arrange this in our webshop, normally for € 1.99 per package, now even **for free**. You can even send this gift directly to the recipient, how easy is that?

4. Shipping date

We ship orders every **working day**. So Saturday we don't ship. If you have placed your



order before 4:00 p.m., it will be in the mail the same day. In the exceptional case that we can't ship the same day or the next day, you will be notified by phone or email with the new shipping date. Do you want to cancel in the meantime? You can always cancel! We will simply refund you the amount already paid.

5. Reception

When you receive the package depends on our shipping company. Usually this is the next day. You will receive a track & trace code from us as soon as possible after shipping, so you can track the parcel yourself and see when it will be delivered to you. Usually the mail arrives in 1 day after we have sent it, but remember that PostNL does not deliver on Sundays.

6. Damaged or never arrived?

Did you receive the product damaged or the package never arrived? Miracles by Stella solves it for you! Please [CONTACT](#) with us so that we can offer you a suitable solution.

8. Warranty

It goes without saying that you are always entitled to a good product. If there is something wrong with it, we will solve it for you because with us you can always return a product and in case of a complaint you will get your money back. See also article 6.

Explicitly mention ...

Doesn't a product live up to the reasonable expectations you might have of it? Does a product fall apart spontaneously after three uses, does the product not work as it should or does it break down sooner than you should have expected and was there always something wrong with the product? Then the product is 'non-conform'. We also call this a legal guarantee. As a seller, we are obliged to offer a suitable solution, such as replacing the product. But yes, Miracles by Stella loves its customers, so it is an unnecessary rule for us. Nevertheless, we were obliged to report this explicitly. We have hereby done so.

9. Complaints procedure

We do everything we can to ensure that the purchase process runs as smoothly as possible, but unfortunately we cannot prevent everything. Do you have a complaint? We would really appreciate it if you would give us a chance to resolve it for you.

That's how we go about it:

- If you have a complaint, please let us know as soon as possible. Describe your problem as clearly as possible so that we can find a good solution. Our contact details can be found [HERE](#)

- After we have received your complaint, we will look for the best solution. We will reply within two working days at the latest. You will hear from us what solution we have come up with or how much time we still need to solve the problem.

How safe is MiraclesbyStella.com?

The short answer: *very safe*. The (slightly) longer answer: Miracles by Stella finds safety very important because of the simple fact that we personally only buy at webshops that have their safety in order. That's why we have secured the entire Miracles by Stella site (*including* the transfer of your personal NAME (name, address, place of residence) data and the connection between the last step of shopping and your iDEAL banking page) with an SSL certificate.

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SSL is an abbreviation for Secure Socket Layer. SSL is a technology for making encrypted (encrypted/secured) connections between a web server and a (your) internet browser. This connection ensures that ALL data between the web server (MiraclesbyStella.com) and your browser remains secret from malicious outsiders and cannot be stolen or intercepted. SSL is a standard that is used by millions of well secured websites so you can shop with peace of mind.

Check the secure connection yourself:

You can check the security of the connection yourself by looking at the address bar in the browser. It says: <https://www.miraclesbystella.com>. This letter 's' stands for secure, or 'safe' in English. In most browsers, you will see a lock in the address bar or at the bottom left of the browser screen. This is the same 's' you see when you log in to your bank.

And furthermore...

Of course, security goes beyond just an 's' in the address bar of your browser. Security is also about being reachable, knowing who you are dealing with and being transparent in everything. And we are. Our telephone numbers, the address details, the Chamber of Commerce, VAT and bank details, our photos and even the extensive lists of ingredients with explanations can be found on our site.

In short, Miracles by Stella is very loving, supple and transparent and we are proud of that :-)