

# Iron Roots

## Terms and Conditions

### Placing Orders

- Find the products you want on our website.
- Select the size and colours that you'd like.
- Once you've added all your items, go to the checkout option.
- Fill in your shipping and billing details.
- Double check everything to make sure it is correct.
- Press place order and make the payment. You will receive a confirmation email as soon as possible.

### Shipping Policies

All the orders that are made on the Iron Roots website are shipped from the Netherlands. We aim to pack the order the same day as it comes in, but this is not always possible. After you placed your order, your track & trace code will be sent in your confirmation mail (if applicable).

Iron Roots can not be held accountable for delays that are beyond our control. We don't always have control over things like natural disasters, so please bear with us.

All Iron Roots products are shipped from The Netherlands and worldwide shipping is available. Estimated delivery times and the costs of shipping will be provided at the checkout.

Free shipping is applicable in the following instances:

- The Netherlands: orders above €75

- Outside of the Netherlands: orders above €150

If you are located outside of the European Union (EU), it might be the case that you need to pay for import taxes. You are responsible for these costs and will be informed by the carrier if that is the case.

## **Return Policies**

Picked the wrong size, color or you just would like to return a product for any other reason? No problem, you have 14 days after your order has arrived at your place to return it to us. To make this process as simple as possible, we have created a [return portal](#).

Any product(s) can be exchanged within 14 days after your order had arrived at your address by returning the product to us and then placing a new order on our website.

Please note that the product(s) you would like to return, have to be in the same condition as we have provided them to you. Otherwise we will not be able to accept the product(s). We will not be held responsible for lost or delayed packages. After we have received the goods and checked them, we will repay you the amount we owe you within 30 days. Return costs will be borne by you. We will deduct them from the amount that we owe you.

## **Price Changes**

All prices of our products include 21% VAT and are shown in euros. Shipping costs are added afterwards and differ from location to location. Iron Roots has the right to change the price of a product at any given time without a warning.

## **Privacy**

If you leave your information with us in good faith, we won't use it for evil. If you are subscribed to our newsletter, that's what your email is used for: giving you news. We might need some additional information like your address if you would like to order,

otherwise your package might end up on a random street. But we try to minimize the information that we need from you. Our full privacy policy can be read [here](#).

### **Availability**

In the highly unlikely instance that a product that we have on our product page happens to be out of stock, and the system says it's not, we'll let you know and either look with you for other products, or give you your money back. If you would like to know when the product will be restocked, leave us your email on the product page.

### **Payment Options**

We accept the following payment options: iDeal, PayPal, Shopify Pay, Apple Pay, Google Pay and credit cards from American Express, MasterCard and Visa.

### **Iron Roots V.O.F.**

Rijsoortstraat 30  
2729 EX, Zoetermeer  
Nederland

**Chamber of Commerce Number:** 66092590

**VAT Number:** NL856392492B01

Supported by:

