

Terms and conditions applicable to direct internet purchases from wholesale and retail 't Achterhuis:

All prices do not include VAT, taxes and shipping costs. If you order from outside the EU, VAT is automatically waived. Some countries charge customs fees or taxes, these are for the customer's account.

't Achterhuis has the right to change its prices and obvious errors are not binding.

The goods are sold as is, "with all imperfections".

Transport

Direct purchase items are in stock with us. These can therefore be picked up within 1 working day during our regular opening hours.

- You come with suitable transport and/or arrange a [trailer](#) yourself.

Would you like to have your purchases delivered? The delivery is always after payment. If it concerns floors or custom-made products, the delivery time can be longer.

If you buy several items and the delivery time between the products is different, the longest delivery time applies.

Transport prices are always on request. Transportation conditions and costs will depend on the type of goods, how they need to be packed and type of transport. For instance; trailer or container, over land, sea or through the air and whether or not the transport includes unloading facilities. When it does include unloading facilities it will be unloaded besides the car. And last but not least distance to delivery address.

Would you like to leave your order in our storage for a while, free of charge, that is possible in deliberation. You can indicate this during the ordering process, at "Possible addition".

Payment

After your online order, in some cases you will receive some additional photos of the item ordered with the invoice. Our advice is, please check these photos of your purchases carefully for things that might influence your decision. You may pay the invoice by bank transfer. All invoices must be paid before pickup or transport is scheduled.

Once your payment is registered, planning will contact you to arrange a pickup or delivery date.

Returns

Items purchased online may be returned.

Please send a return request to info@achterhuis.nl.

Clearly state your order number, debtor number and which item it concerns.

Please also include your bank account number with the correct name.

Please note:

- You must request the return by email within 14 days of receiving the goods.
- You either return the item yourself within 14 days after your return request is sent or arrange a pickup appointment through our schedule for a fee.

- We will credit your purchase as soon as it is received in good order and in the same condition as you received it. The refund will then be made within 5 business days.
- The return request must be complete and correct for it to be processed.
- In some cases, a handling fee will be charged, for example when certain materials take a long time to unpack and pack. They must be unpacked and reassembled on return.
- Custom work cannot be returned.

Disclaimer:

Although this website has been prepared with the greatest possible care, 't Achterhuis Historische Bouwmaterialen BV accepts no liability whatsoever for any writing or typing errors, inaccuracies and/or incompleteness. These are (old) lived-in materials and/or lots offered in the state as they are, "with all imperfections".

Your order will be taken care of according to our General Conditions of Sale and Delivery.

These can be read [here](#), and are also sent along with the invoice.

No rights or claims can therefore be derived from the contents of this website.