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General Conditions CascaBrace

The General Terms and Conditions are important to offer the products and services well and agreements have been made here. These conditions apply to all products and services that are supplied by CascaBrace and to those who have declared these conditions applicable. These General Terms and Conditions apply to all products and services, unless otherwise agreed in writing. These conditions can be found on the website of CascaBrace. CascaBrace can edit the General Conditions at any time and the last update: 07 July 2025

Article 1 – Definitions and Applicability

In these general terms and conditions the following definitions apply:

1. CascaBrace: The professional registered in the commercial register who uses these general terms and conditions for the provision of services and/or products.
2. The customer: the person or company that uses the products and/or services of CascaBrace.

Article 2 – Quotations

3. The quotations for the (business) customer offered by CascaBrace are without obligation and are valid for 30 days from the date of the quotation, unless stated otherwise. The quotes contain necessary information for the customer that are offered by CascaBrace.
4. Quotations expire after 30 days, unless stated otherwise.
5. All quotations and offers from CascaBrace are without obligation, unless expressly stated otherwise in the offer.
6. The (business) customer has a cooling-off period of 14 days after the date of the quotation offered. Both CascaBrace and the customer can cancel the quote free of charge within 14 days.
7. The quotations offered by CascaBrace are exclusive of VAT for business customers (companies) and inclusive of VAT for private customers, unless otherwise clearly stated in the quotation.

Article 3 – Prices

- The current prices of CascaBrace products are listed on the website. Should it be necessary to increase prices and quotes due to external influences from the financial market, CascaBrace will make these price changes and the adjusted prices will be updated on the website.
- On the website of CascaBrace, customers can find the prices including VAT. Should there be services and or products that have a different VAT, this VAT will be stated in the quote and/or website.
- **The shipping costs are excluded from the price and need to be paid by the customer.**

Article 4 – Execution of the agreement

- Both CascaBrace and the customer must fulfill the obligations, according to the guidelines established in these General Terms and Conditions. This applies to both business and private customers.
- The agreement begins at the moment when the customer accepts the offer of the products and/or services and registers/registers as a customer of CascaBrace. This applies to both the business customer and the private customer.
- Should the customer not comply with the general terms and conditions, the customer's registration/subscription can be cancelled. CascaBrace will keep the customer informed when the registration/subscription is cancelled. The same applies to the cancellation of the offers. Should this be the case, the customer will be informed about the cancellation of the offers. This applies to both the business customer and the private customer.
- Although CascaBrace handles the company and customer data with care, incorrect or incomplete data of the company or customers may occur. CascaBrace appreciates it when the customer reports any incorrect or incomplete data to the company so that it can be adjusted as soon as possible. This applies to both the business customer and the private customer.
- On the website of CascaBrace, the customer can find an accurate description of the services and/or products offered. This description contains all relevant information that has been compiled with great care.
- Your use of information on the website of CascaBrace is entirely at your own risk and responsibility.

Article 5 – CascaBrace product range

- On the website of CascaBrace, the customer can find an accurate description of the bracelets. This description contains all relevant information that has been compiled with great care. The photos of the bracelets give a good indication of the product. The bracelets are home-made and it may happen that the bracelets differ slightly from the photos, even though the bracelets are compiled with great care. If the customer is not completely satisfied with the products, it is possible to return the products.

The customer pays the shipping costs for returns.

- All products and services offered by CascaBrace contain a full description that is described on the website. This description gives the customer sufficient information to make an assessment of the products and/or services of CascaBrace.
- Your use of information on the website of CascaBrace is entirely at your own risk and responsibility.

CascaBrace

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Available (mail) Monday - Friday: 8:00 AM - 17:30 PM (CEST)

Social media @CascaBrace: Follow me ❤️
TikTok & Instagram

Social media @SimplyNiki93: Follow me ❤️
TikTok, YouTube, Instagram, Facebook, Pinterest



Article 6 – Payment and revocation

- The payment options are shown on the website of CascaBrace. The private customer pays the products and/or services in advance. If there is a case of post-payment with the business customer, the payment must be made within 14 days after the invoice date. The invoices are sent to the business customer by email, unless otherwise agreed in writing.
- Both the private customer and the business customer have a cooling-off period of 14 days from the date of purchase. If you change your mind within these 14 days, CascaBrace can ask you for the reasons for cancellation, but you have the choice to indicate these reasons or not.
- If you wish to cancel your order before this time, you can send a message via the contact form in the following link: www.cascabrace.com/contact with your details, your customer number, the products you wish to return and your order number. **There are no costs associated with cancelling products and/or services, but please take into account the shipping costs you pay for the return shipping.** You will handle the products/and or services and the packaging with care. You are liable for any depreciation if you have not handled the products and/or services with care. CascaBrace will refund the purchase amount (excluding shipping costs) to the same account number that was used for the purchase. This will be done within 14 days after delivery of the returned goods.
- If the customer has not made the payment within 14 days after the invoice date, the customer will receive a payment reminder from CascaBrace by email. Payment can be made free of charge within 14 days of the date of the payment reminder. If the buyer has not made payment within 14 days after the date of the payment reminder, CascaBrace will take collection measures or have the collection measures carried out by another party. All additional costs of the collection measures are also paid by the customer.
- Are you younger than 18? Then you need permission from one of your parents to place an order and/or to proceed with the payment.

Article 7 – Complaint

- If you have a complaint about one of the products and/or services of CascaBrace, please do not hesitate to send an email to the customer service of CascaBrace. You can send a message via the contact form on the contact page of www.cascabrace.eu.
CascaBrace strives to process your email as soon as possible. In your email, please state your details, your customer number, the products you wish to return and your order number.
- Please mention reason for the complaint. If you are not satisfied with the complaint handling of CascaBrace, you can contact the ODR platform. For more information, you can visit the ODR platform website: <https://ec.europa.eu/odr>
- CascaBrace strives to provide correct and up-to-date information on the website and in the General Terms and Conditions, but cannot guarantee that all information is complete, correct and up-to-date.
- You may of course contact CascaBrace for any suggestions and/or improvements to the website and the services and/or products.
- The information CascaBrace offers to the customer (in whatever form) is not intended as a substitute for medical diagnoses. The customer is advised to contact a doctor or a professional expert for physical and mental health situations.
- Your use of information on the website of CascaBrace is entirely at your own risk and responsibility.