



General Terms and Conditions for the Online Store of Handmade Heroes.

As at: June 27, 2016

In the following please find the General Terms and Conditions and the Customer Information in them pertaining to the **Online Store** of Handmade Heroes. This Customer Information satisfies legal requirements regarding information and instruction. Said requirements apply to information about the conclusion of the Contract on the basis of the order, and about implementation of the Contract.

For the purchase of the articles offered and described in detail by the Handmade Heroes online store, the following shall apply:

1 Area of Validity of the Handmade Heroes Online Store General Terms and Conditions

The Handmade Heroes Online Shop General Terms and Conditions shall apply exclusively for orders placed by the Customer in the Handmade Heroes Online Store between the Customer and Handmade Heroes (hereinafter "Vendor").

According to the Handmade Heroes Online Store General Terms and Conditions customers shall be consumers. A consumer shall be a natural person who concludes a legal transaction for purposes that can be predominantly attributed neither to his commercial nor his independent professional activity.

2 Sequence of placing an Order in the Handmade Heroes Online Store

You can browse through our range of products at your leisure. Should you discover something of interest, you then place the item in your virtual basket. To do so you click on the small basket symbol we have placed with the product. It goes without saying that you can remove products from your basket at any time.

You start the order procedure by clicking on the "Add to Basket" button. You can remove products from the basket. To continue the order procedure, activate the "Proceed to checkout" button. You will then be asked to enter your billing and shipping info. An overview then appears of all the products you have put in the shopping cart, as well as the other possible costs that are payable in connection with the order.

Clicking on the "Buy now" button places your order, which is forwarded to us. By placing your order you give a binding declaration that it is your wish to acquire the goods.

3 Conclusion of Contract + Language available in the Handmade Heroes Online Store

Your order shall represent a proposal to us. Email: contact@handmadeheroes.com for the conclusion of a purchase contract.

When you place an order with our Online Shop we send you an e-mail confirming receipt of the order and listing the details (order confirmation).

This confirmation is sent to you within three working days.

We only sell goods in quantities commensurate with household use. This also applies to the placing of several orders of the same goods, where the individual orders are for a quantity commensurate with household use.

Should we ourselves, despite having shortly before concluded a (congruent) purchase agreement, not receive timely delivery from a supplier or manufacturer of the goods you ordered, or said goods are not delivered at all, we can withdraw from the Contract if we are not responsible for the late or missing delivery and this disruption is not only temporary in nature. We will inform you immediately if the goods are unavailable. We will immediately reimburse any payments you may already have made.

In as much as electronically available goods (electronic books, audio and video recordings) are the subject matter of the Contract, the above provisions shall apply. A purchase contract shall only be concluded if we expressly accept your order by means of separate order confirmation in the written form or make available to you in the written form an Internet address which is available for a limited amount of time (as a rule one week) from which the ordered contents can be retrieved.

In the Handmade Heroes Online Shop the language available for the conclusion of the Contract shall be English.

INSTRUCTIONS ON REVOCATION for the ordering of printed books and other physical goods. This does not include electronic books, audio and video recordings)

Right of Revocation

You have the right to revoke this Contract within seven days without stating the reasons.

The revocation period shall last for seven days from the day on which you took possession of the goods.

In order to exercise your right of revocation you must inform us,

Email: contact@handmadeheroes.com

by means of an unequivocal declaration (e.g., a letter sent by e-mail) of your decision to revoke this Contract.

The dispatch of notification of your exercising your right of revocation prior to the expiry of the revocation period shall be deemed sufficient for complying with it.

Consequences of the Revocation

Should you revoke this Contract we shall reimburse you for payments we have received from you, excluding the delivery costs and any possible customs duties and taxes, immediately and at the latest within 28 days from the day on which we received the revocation of this Contract. For this repayment we employ the same means of payment you used for the original transaction unless, that is, something expressly different was agreed with you; under no circumstances will you incur charges for this repayment.

We can refuse the repayment until such time as we have taken delivery of the returned goods.

You must send back or hand the goods over to us immediately and at the latest within 14 days from the day on which you inform us of your revocation of this Contract. The period of time shall be deemed to have been observed if you dispatch the goods prior to expiry of the period. You must cover the direct cost of returning the goods.

You must pay for any possible depreciation in the value of the goods only if said depreciation can be attributed to the unnecessary treatment of the goods for the purpose of inspecting their condition, features, and functioning.

- End of the statutory instructions on revocation -

Exclusion and premature Termination of the Right of Revocation:

A right of revocation shall not apply in the case of goods that are not prefabricated and for the manufacture of which a selection by or stipulation of the consumer is decisive, or which are unequivocally customized for the consumer's personal needs.

4 Non-availability Proviso

We reserve the right to desist from executing your order should we not have the title ordered in stock, the publisher has sold out of the title not in stock, and the goods ordered are as a result not available. In such cases we will inform you within three days that the goods are not available and if applicable reimburse at once the purchase price you have already paid.

5 Delivery Costs

We deliver to any country in the world with a flat-rate of €13, with the exception of the Netherlands for which we charge a flat-rate of €6.

6 Payment + Delivery

All prices shall include the statutory value added tax payable in the Netherlands.

The purchase price and possible delivery costs shall be payable immediately.

Payment by PayPal shall be permissible means of payment.

The goods shall be delivered by shipment. In as much as they are available, the goods shall be prepared for shipment within three working days (Monday to Friday).

8 Retention of Title

Until such time as the Customer has paid the purchase price in full, the goods delivered shall remain the property of the vendor.

9 Storage of the Contractual Text, Data Protection

As a matter of principle personal data are collected on or in the operation of the website www.handmadeheroes.com only on a scale that is required for technical purposes. Personal data shall refer to inventory data such as the name and address of a person and usage data (e.g., user name, password, IP address). Data provided by the Customer in connection with orders, e.g., the address for correspondence, as well as other data required for the substantiation, execution, and processing of orders, as well as for the purpose of future customer support, shall in this respect be processed and used by Handmade Heroes. The information shall be used for the processing of inquiries, the possible delivery of goods, the performing of services, and the settlement of payments. Personal data shall not be forwarded to third parties. Inasmuch as third parties are commissioned to perform duties – for instance freight forwarding companies or payment settlement companies, these shall be provided with the personal information they need to perform their

duties. These data shall not be used for other purposes; furthermore, the third parties shall be obligated to treat the data they receive in accordance with this privacy statement and the Dutch privacy laws.

Data processing by Handmade Heroes is explained in the following. Such data as are transmitted by the individual user's browser (server log files) are automatically stored in the server statistics. As a rule, however, these data cannot be attributed to specific people. The data stored are not matched with other data sources. The following data are stored:

- Browser type / version
- Operating system used
- Referrer URL
- IP address of the accessing computer
- Time of the server inquiry
- HTML sites visited

Furthermore, on registration in the login section the date, time, and login identification are stored. In the sites cookies in the sense of alphanumeric identifiers, which are deleted when the browser finishes, are set. Provided that the client blocked them beforehand, it is possible for the Online Store to function without cookies. Furthermore, if the client agrees to cookies being set, the user ID is stored in encrypted form with no personal data, thus enabling a simplified login process. For this reason the Customer consents to user data being collected, processed, and used using cookies, to enable activities in the Online Store to be controlled. The cookies primarily enable an easier login process and the listing of product views already selected, as well as the summarized display of several articles in the (virtual) basket.

The vendor's Website uses Google Analytics, a web analysis service Google Inc. ("Google"). Google Analytics uses what are known as cookies, text files that are stored on your computer which enable an analysis of how you use the Website. The information generated by the cookie regarding your use of this Website (including your IP address) is transmitted to the Google server in the United States and stored there. Google will use this information for the purpose of evaluating your use of the Website, compiling reports on website activity for website operators, and providing other services relating to Website and Internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Under no circumstances will Google associate your IP address with any other data held by Google. You may prevent the use of cookies by selecting the appropriate settings on your browser software, however please note that if you do this you may not be able to use the full functionality of this Website. By using this Website you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Information about the personal data stored by the vendor, primarily regarding the data provided by the Customer in connection with inquiries, orders etc., can only be given on the scale described. With regard to other data stored during mere use of the Website, no association with specific people can be made on a regular basis.

10 Applicable Law and Jurisdiction

The law of the Netherlands shall apply.

The provisions of the United Nations Convention on Contracts for the International Sales of Goods shall not apply.

Should the Customer be a merchant or a legal person under public law, the exclusive place of jurisdiction for all disputes arising from this Contract shall be the court responsible for the domicile of our company, Handmade Heroes.