

GENERAL TERMS & CONDITIONS

Tabletstandshop.co.uk, a webshop by MySleeve, is operated by T.E. Webshops B.V. We are registered in The Netherlands under company number 64976483 and with our registered office.

Zandven 2b
5508RN Veldhoven
THE NETHERLANDS

This is also our main trading address.

You may contact us at the above mentioned address and through the following means:

Phone number: +44 8433780031

Email address: info@mysleeve.world

Our VAT number is NL855930469B01

At Tabletstandshop.co.uk we offer you various payment methods through Buckaroo payment plaza.

Creditcard

Tabletstandshop accepts VISA, Mastercard and Maestro card payments without extra charges.

Paypal

With a PayPal account online payment is easy and reliable for payment and receipt of amounts. Both parties are protected. International an easy and commonly used paymentmethod.

iDeal

iDeal is a payment method that allows customers to pay online purchases quick and safe in the familiar online banking environment of the own bank. To use iDEAL, you do not have to register, download files or create an account. Online banking with ABN AMRO, ASN Bank, Friesland Bank, ING, Knab, Rabobank Regio Bank, SNS Bank, Triodos Bank or Van Lanschot Bankiers support iDeal payments.

Bank/ Wire transfer payment

After you have placed an order with Tabletstandshop you will receive an e-mail confirmation and e-mails with invoice and payment details. Go to your your bank's payment module and transfer the money. It is essential to include your invoice number with your payment. It takes up to 7 days before we received your payment.

When you choose "bank transfer" as a payment we will ship your order after we have received full payment. You will receive a confirmation email when we receive the payment in good order. You can expect your order within the specified delivery period at the specified address, unless agreed otherwise.

Direct Payment means same day shipping

Have you placed an order at Tabletstandshop before 15.00 CET/14.00 GMT and paid for it at the webshop directly with one of the Buckaroo offered methods Tabletstandshop will proces your

order the same day and ship your order with UPS the same day. Unless ofcourse the ordered items are not in stock, not applicable for same day shipment or a different delivery time is indicated or agreed. You can expect your order within a few days at the specified address.

Choose your shipping method and delivery time

Free shipping on tabletstand orders over £ 180.00 with UPS 2 days transit. Need it tomorrow? No problem! Select UPS Express Saver for next day delivery by the End of the Day or UPS Express delivery for delivery at noon next day. Only applicable for stock items and parcel packaging. Lecterns and large orders are shipped by a freight forwarder on a pallet. When you order an estimated delivery time will be communicated.

Returns

If you are not entirely satisfied with any product purchased from Tabletstandshop, we will replace or refund the product price in full.

Please follow the returns process:

The product should be unused, unassembled and in it's original packaging.

Email info@tewebshops.nl and include your reason for return and your order number/contact details. We'll generate a Returns Authorisation Number for you to return your goods to us.

The product(s) must be returned to us in good condition within 14 days (10 working days) of the date it was delivered to you.

When organising a return, we suggest you to return goods via a fully insured courier so that you have a proof of delivery back to us.

Please note: We will process your refund within 72 hours of receiving the goods back, but some card issuers can take up to 10 working days to show the refund on your debit/credit card accounts. Orders paid via Bank Transfer will be paid back to the original account that the money was transferred from.

Returns FAQs

How long after delivery can I return my goods?

14 calendar days (10 working days) from the date of delivery.

How do I arrange to return an item?

Please email info@tewebshops.nl and include your reason for return and your order number/contact details.

Do you have a re-stocking fee?

No. Unlike most companies in our industry we do not have a 'Restocking Charge' return policy of up to 25% of the order value.

I have received a faulty item, what should I do?

Prior to dispatch, great care is taken to inspect each item. In the unfortunate event that you have received a faulty item we will arrange for it to be collected and quality tested.

A faulty product is one that has a manufacturing defect rather than one that has been delivered to you broken or damaged. If you have a product that has been damaged whilst in transit please email info@tewebshops.nl including your order number/contact details and details about the fault.

Once we have received your email we will contact you within 24 hours (Mon-Fri) to arrange a replacement or for a full refund to be made.

I have received an incorrect item

We aim to resolve miss picked orders in a timely manner.

Please email info@tewebshops.nl with the order number and the incorrect item's name and number.

We'll get back to you as soon as possible and resolve the issue.

An item is missing from my order

We may have sent your items in separate parcels so please check the items have not already been delivered.

If your order has been sent in different parcels then each delivery note will tell you the items you can expect to find inside. Please check the delivery notes from each part of your order to make sure you're not missing anything.

If an item is missing, please email info@tewebshops.nl with the order number and the missing item's name and number. We will resolve the issue for you as quickly as we can.

FAQ

The account of Tabletstandshop in the name of TE webshops, is this correct?

The shop Tabletstandshop is owned by retail formula My Sleeve webshops and is part of the Dutch company TE webshops B.V. The bank account is the account number of TE Webshops B.V.

Why Tabletstandshop requests payment upfront?

Accounts receivable management takes a lot of time and money. Tabletstandshop wants to offer their products at the lowest and best price available. With upfront payment Tabletstandshop saves huge costs on accounts receivable management. Costs we don't have don't have to be paid for by our customers. The prices are calculated including the discount for upfront payment.

I am a business customer and would still like to pay after delivery of my order, is this possible?

Contact Tabletstandshop customer service to discuss the possibilities.

I am a business customer with a GB VAT id number

Tabletstandshop.co.uk is a Dutch owned company which allows you to purchase without VAT.

How does purchasing without VAT work?

When the GB/foreign VAT number is filled in correctly the VAT is automatically reversed charged. You will receive an invoice without VAT.

If you have questions about the payment methods offered at Tabletstandshop.co.uk or other questions about our terms and conditions please send a message at the chat window below, fill in the contact form or call Customer Service 08433 78 00 31.