Opnieuw & Co

KRINGLOOPWARENHUIZEN

Terms and Conditions of Sale 2026

Delivery and delivery charges

Delivery is only possible if you provide your telephone number and postcode.

Payment

All payments must be made by debit card in-store; payments cannot be made to the drivers.
Delivery charges are always applied, even when combined with collection.

Delivery Terms and Conditions

- We only deliver to ground floor level (unless there is a lift); we do not carry goods up stairs.
- You are responsible for ensuring that the goods will fit through your entrance or into the lift.
- In the unlikely event that they do not fit, we will not refund any purchase or delivery costs.
- If the goods do not fit in the lift, we will, in consultation with the customer, place them in the entrance hall or lobby of the building on the ground floor. If the goods are to be returned to the shop, you must return to the shop yourself for further processing.
- If you have goods to return, they must comply with our return policy. The driver will assess on the spot whether your goods can be taken back.
- Returns must be clean, complete and in a condition suitable for resale. There must be a market for them. For example, we unfortunately have to refuse certain items (such as dark oak), as nobody wants to buy them these days.
- Opnieuw & Co is not liable for any damage to the product.
- Your delivery appointment has been arranged for either the morning (between 09.00 and 12.30) or the afternoon (between 13.00 and 17.00). We are unable to

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agree on an exact time with you.
- Someone aged 18 or over must be present at the time of delivery; otherwise, we are not permitted to enter the property.
- If you are not at home at the time of delivery, you will need to arrange a new appointment and will be charged delivery costs again.
- Opnieuw & Co is not liable for any consequential damage caused by products purchased from us.
- You are responsible for reassembling any goods that have been delivered disassembled.

Delivery charge: €29,50

Each branch has a different delivery area. Please enquire at your local branch about the options available for your area.

Prices

We operate on a fixed-price basis; our sales staff are not authorised to negotiate prices. Items that are not priced or are clearly mispriced but are still on display in the shop will only be sold once an authorised member of staff in the warehouse has determined a selling price and a price label has been applied.

Exchanging products

As we deal in second-hand goods, exchanges are unfortunately not possible! No refunds will be given. In very urgent cases or where a warranty claim applies, management may decide to issue a voucher.

Warranty

A warranty is only provided for white goods and brown goods (anything with a plug) costing over €50 and is valid for one month. For items below this amount, we offer a 24-hour warranty on white goods and brown goods, provided the appliances bear the green test sticker. Bicycles costing over €50 come with a one-

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week warranty, provided the sticker states ‘not inspected, no warranty’. No warranty is provided on other products. The warranty is only valid if the product has been used in a normal manner. The receipt must specify which product is involved (type, brand, model). The customer must present the receipt when making a warranty claim.
The warranty is provided in the following order:

1. Repair of the product
2. Exchange for a similar product
3. Refund in the form of a voucher

24-hour reservation

Reservations can be made for a maximum of 24 hours. You are only entitled to purchase the item within the reservation period if you have both a reservation sticker and a receipt. The reservation fee is €2.50 per item. If you decide to purchase the item, this amount will be deducted from the total. A maximum of 2 items of each type may be reserved (for example, 2 beds). If you decide not to purchase the item, this fee will not be refunded. Reservations are only available for items priced at €25 or more. Reservations can only be made if you provide your name and telephone number. A reservation cannot be extended.

Storage

If purchased items are not taken away immediately, or cannot be delivered, they can be stored for up to 3 weeks. The first 3 days of storage are free of charge; thereafter, a charge of €5 per day applies, up to a maximum of 3 weeks. After three weeks, the items must be collected or delivered (in the case of delivery, charges will apply from the earliest possible delivery date available to us). After 3 weeks, your claim to the item expires and it will be put back on sale in the shop. No refund of the purchase price will be given. The full amount must be paid at the time of purchase. Storage is only possible if you provide your name and telephone number.

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Liability

All relevant items purchased from Opnieuw & Co must be installed by a certified installer. We are not liable for any consequential damage caused by a product purchased from us.

Payment

You can only pay by debit card at Opnieuw & Co or by credit card. For security and cost reasons, we do not accept cash.

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