

Terms and conditions

Draft · updated 6 September 2026

The terms for our future shop. The shop is not open yet; orders and payments are unavailable.

Before sales start, we will finalise the returns procedure and finalise payment, delivery and the online withdrawal function.

1. Seller and scope

These terms apply to every order placed with Découvre ton petit coin, Touwslager 3D, 9502 KD Stadskanaal, The Netherlands, KVK 89407334 and VAT NL004726504B14. Customer service: info@decouvretontpetitcoin.nl. The shop is not open yet; ordering and payment are unavailable. The returns procedure will be confirmed before sales start.

By ordering, the customer confirms that they are at least 18 years old and accept these terms.

2. Offer and order

We describe products, materials, features, prices, safety information and restrictions as clearly as possible. Obvious errors are not binding. The agreement is formed after the order is placed and confirmed by email.

Découvre ton petit coin is the seller and point of contact for ordering, payment, delivery, returns and customer service. Available delivery options and expected times are shown before payment.

3. Prices and payment

Consumer prices are in euros and include VAT. Shipping costs are shown before checkout. Payment is made securely using the method offered at checkout.

4. Delivery and discretion

Available delivery options and expected times are shown with the order. Products are shipped in neutral packaging without a recognisable content description. Risk passes to the customer upon receipt.

5. Withdrawal and returns

For an online purchase, consumers normally have 14 days from the day after delivery to withdraw. They may use the online function or send an unambiguous statement, then return the product within 14 days.

The customer may handle the product only as necessary to assess its nature and operation and is liable for unnecessary loss of value. Direct return costs are paid by the customer, except for defects, damage or incorrect delivery.

For full withdrawal, we refund the purchase price and the least expensive standard delivery cost without delay and within 14 days of receiving the withdrawal notice, using the same payment method and without fees. We may withhold the refund until we receive the goods or evidence of their return, whichever happens first.

No reason is needed to withdraw. The model form is optional. From opening, the online withdrawal function will be available throughout the withdrawal period without a mandatory account, with an immediate email acknowledgement. It does not accept requests in this preview because orders are not yet available.

6. Sealed hygiene products

For products unsuitable for return for health or hygiene reasons, withdrawal applies only while the hygiene seal is intact. The exception is stated on the product page and before ordering.

After the hygiene seal is broken, sealed sex toys, intimate care products and sealed lubricants cannot be returned because of a change of mind. Opening only the neutral shipping box is not the same as breaking the product seal.

7. Legal guarantee, defects or incorrect goods

Goods must meet what a consumer can reasonably expect. The hygiene exception does not limit this legal guarantee. Contact us promptly and include photos if possible. We will provide an appropriate solution without charge, such as replacement, repair or refund.

8. Complaints and refunds

Complaints may be sent to info@decouvretontpetitcoin.nl. We provide a substantive response as soon as possible and within 48 hours. If more time is needed, we send an acknowledgement and expected handling time within that period.

9. Personal data

Personal data is used only for ordering, payment, delivery and customer service. We share only necessary data with payment, delivery, hosting and administration providers.

10. Applicable law and changes

Dutch law applies. Mandatory consumer rights always remain in force. The terms presented at checkout apply to that order. Changes apply only to future orders.

Model withdrawal form

To: DÉCOUVRE ton petit coin

Email: info@decouvretontpetitcoin.nl

Touwslager 3D, 9502 KD Stadskanaal, The Netherlands.

I/We hereby give notice that I/We withdraw from the contract for the sale of the following goods:

Goods:

Ordered on / received on:

Name of consumer(s):

Address of consumer(s):

Date:

Signature (only if submitted on paper):

Example for the future shop. Orders are not yet available.