

Terms and Conditions

Last updated: January 16, 2025

Welcome to Skinitials! By using our website and purchasing our products, you agree to these terms and conditions. Please read them carefully.

1. Applicability

These terms and conditions apply to all offers, orders, and agreements made through our webshop <https://skinitials.com>. By placing an order, you agree to these terms.

2. Product Information

We do our best to present product information as accurately as possible. Should a product not meet the information provided, please contact us for a solution.

3. Prices and Payments

All prices on the website are in euros and include VAT. We reserve the right to correct prices and information in case of errors or changes. Payment must be made via the payment methods offered on our website.

4. Delivery and Shipping Costs

We aim to deliver your order within 2–5 business days. The exact delivery time may vary depending on product availability. Shipping costs are displayed during checkout and may vary by location.

5. Returns and Right of Withdrawal

If you are not satisfied with your purchase, you have the right to cancel the order within 14 days of receipt without providing a reason. After cancellation, you have another 14 days to return the product. The return shipping costs are your responsibility. We will refund the purchase amount once we receive the product in good condition.

Exceptions: Products that perish quickly or are custom-made cannot be returned.

6. Liability

Skinitials is not liable for indirect damages resulting from the use of the products. Our liability for direct damages is limited to the order amount.

7. Privacy

We value the privacy of our customers. For more information on how we handle your data, please refer to our Privacy Policy.

8. Complaints Procedure

Do you have a complaint about our products or services? Please contact us at info@skinitials.com. We strive to address complaints as quickly as possible and find an appropriate solution.

9. Applicable Law and Disputes

These terms and conditions are governed by Dutch law. Disputes will be submitted to the competent court in the Netherlands.

10. Changes to the Terms

We reserve the right to amend these terms. We recommend reviewing the terms regularly for the most up-to-date version.