

Terms and Conditions - HaraldOnWine

1. Company Information

HaraldOnWine specializes in the import of exclusive wines and wine-related products. Our wines are sold to restaurants, businesses, and private individuals, both through our webshop and direct sales.

Business address:

Salentijnerhout 85
3845 GS Harderwijk
The Netherlands

Warehouse address (pickup location):

Middelkerf 18
3851 SP Ermelo
The Netherlands

Chamber of Commerce number: 95857907

VAT number: NL867348021B01

2. Ordering & Delivery

Orders can be placed through our webshop or directly with us. Once received, we will arrange shipping, local delivery, or pickup by appointment at our warehouse in Ermelo.

We strive to process and dispatch orders as quickly as possible. Delivery times depend on product availability and location.

3. Return Policy

You have the right to return your order within **14 days** of receipt, provided that:

- the items are unopened and in their original condition;
- the return is announced by email in advance;
- the return is sent back within 14 days of receipt.

Note: Return shipping costs are not reimbursed and are the responsibility of the customer.

Return address:

HaraldOnWine
Middelkerf 18
3851 SP Ermelo
The Netherlands

4. Age Restriction

Our products are **only sold and delivered to individuals aged 18 or over**. Upon delivery or pickup, we may request valid proof of identity. If this requirement is not met, we reserve the right to refuse or cancel the order.

5. Prices & Payment

All listed prices include VAT, unless otherwise stated. Payment can be made via the available methods in our webshop or by invoice in the case of direct sales.

6. Liability

We strive to provide accurate information about our products. HaraldOnWine is not liable for any direct or indirect damage resulting from the use of delivered products, unless caused by intent or gross negligence.

7. Contact

For questions or inquiries, you can reach us at: harald@haraldonwine.com

8. Privacy Statement

We take the protection of your personal data seriously. This privacy policy explains which data we collect, how we use and store it, and what your rights are.

What data do we collect?

When you place an order or contact HaraldOnWine, we may process the following personal data:

- Name and address details
- Email address and (optional) phone number
- Billing and delivery details
- Payment information
- Communication and correspondence

How do we use your data?

We only use your personal data for the following purposes:

- To process and deliver your order
- To handle payments
- To provide customer service and communication
- To comply with legal obligations (such as tax regulations)

Sharing of data

We only share your data with third parties when necessary to provide our services (e.g. delivery partners or payment providers), or to meet legal requirements. We ensure proper data processing agreements are in place with such third parties.

Retention periods

We retain your personal data only for as long as necessary to fulfill the purposes stated above, unless a longer retention period is required by law (e.g. tax-related obligations).

Your rights

You have the right to:

- Access your personal data
- Have your data corrected or deleted
- Object to the use of your data
- Request data portability

You can contact us regarding these rights at: harald@haraldonwine.com

Data security

We implement appropriate technical and organizational measures to protect your personal data against loss or unlawful use.