

Terms and Conditions STORES ordering service

By signing this document you declare to accept all the following terms.

The STORES currently and temporarily offers a delivery service for all students and employees of the University of Twente. This service is bound by a set of terms, described at the bottom of this page. To place an order, you may do the following:

1. Look up your desired products on stores.utwente.nl and check if they are in stock,
2. Copy the item description from the website to the form in this document,
3. Fill in the desired amount of items,
4. Fill in ALL the information in the form, this includes: full name, e-mail, full address, postal code, city and your student or employee number,
5. Choose delivery or pick up
6. Sign the document with the current date and your signature,
7. E-mail the **whole** document to stores-orderservice@scintilla.utwente.nl.

Once done, you have placed your order and we will process it. If the order is in stock and everything is in order, you will receive an e-mail with the invoice and payment link. This link is valid for 7 days. The order is confirmed by both parties when the payment is made, and the goods will be shipped to your home with PostNL. or you will be contacted regarding your pick up slot.

If you opt for pickup instead of delivery, you will receive a time slot by e-mail. This will be the first available slot, in general this will be a few days or even a week from when the order is processed. **Shipping with postNL is almost always faster than picking up your order yourself!**

If you are ordering on behalf of a research chair, please contact stores-orderservice@scintilla.utwente.nl.

If you wish to order something that is not in stock, but is available from one of our suppliers, please contact inkoop@scintilla.utwente.nl, our team will help you further.

General Terms

- I agree to have checked if the requested items are in stock.
- I am a student or employee of the University of Twente
- I agree to pay for the ordered products in advance, by means of one of the following services: **iDeal, MasterCard, Visa, Maestro, V PAY.**
- Fees for return-shipping will be paid for by the customer.
- I agree that this form and any personal data on this form will be saved and processed by the STORES in order to successfully complete my order.
- I agree to pay a processing fee of €1.00 inc. VAT for orders under €20,-.

Pick up terms

- The minimum order value for this service is €5,00 inc. VAT, excluding the processing fee.
- Pick up slots will be assigned and communicated to the customer within 3 working days after payment has been fulfilled.
- The order will be available for pick up during the assigned pick up slot(s).

Delivery terms

- Delivery times vary from 2 to 5 working days if the forms are filled in correctly and if all the items are in stock.
- Delivery times are measured from the time the payment has been fulfilled.
- I agree to pay the shipping costs of €4.75 inc. VAT if my order fits in a standard sized mailbox.
- I agree to pay the shipping costs of €9.00 inc. VAT if my order does not fit in a mailbox.
- Returning items is only possible in consultation with the STORES.
- The STORES only ships to addresses PostNL can reach within the Netherlands.

Signing date:

Customer Signature:
