



SUPPLEMENTARY GENERAL TERMS AND CONDITIONS

Supplementary General Terms and Conditions for klm90yearshop.nl

Koninklijke Luchtvaartmaatschappij n.v., Chamber of Commerce no. 33014286, with its registered office in Amstelveen and principal place of business at Amsterdamseweg 55, 1182 GP Amstelveen. These additional terms and conditions apply to every offer in the www.klm90yearshop.nl, hereinafter referred to as KLM90yearshop.

Right of cancellation

If you wish to make use of your right of cancellation with regard to undamaged or unused items, as described in article 6 of the general terms and conditions for Thuiswinkel, you will find the information you require at www.klm90yearshop.nl. Articles may be returned providing that they are unused and the seal has not been removed. This applies, among other items, to sound and information carriers such as CDs, etc. Details of how to return goods can be found at KLM90yearshop.

Address

You must inform us promptly of your correct address and any change of address.

Guarantee

The KLM90yearshop offers a one-year guarantee on the items it supplies. The KLM90yearshop warrants the soundness and usability of the items it offers in accordance with the specifications provided. The date on the invoice will apply as the commencement date for the guarantee. For details on how to make a complaint, please see info/F.A.Q. on the homepage.

If any complaint made within the term of the guarantee is found to be justified, the transport and carriage costs will be payable by the KLM90yearshop. If the complaint is found to be unjustified, any costs incurred will be payable by the consumer.

If a complaint is justified, KLM90yearshop will decide whether the item will be repaired or replaced in full or partially. KLM90yearshop provides a three-month guarantee on the repairs it carries out. If the complaint is found to be justified, KLM90Yearshop will decide whether to repair or replace the item.

There will be no entitlement to a claim under the guarantee in the following cases:

in the event of damage caused by deliberate intent or negligence

in the event of careless use or inadequate maintenance

normal wear and tear

damage caused by failure to follow or incorrectly following the instructions

Retention of title

When the amount due has been paid, ownership of the items will transfer to you. The risk for the items will transfer to you at the moment of delivery.

Payment

You can pay by credit card; we accept Visa, Mastercard or American Express, or if you wish to pay using Internet banking, select the 'iDeal' option. This allows you to pay directly via your own bank account during the ordering process. For credit card payments, the amount payable will be deducted after the items orders have been delivered to the address you indicate. The invoice will be sent to you along with the delivery. The invoice also serves as your guarantee.

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