



Information and Frequently Asked Questions

Ordering:

All items may be ordered as follows:

by using the "shopping trolley" button, place the item of your choice in the shopping trolley. The shopping trolley will then appear with the item in it; to order more of the same item, simply increase the number of items of the same type. By clicking the "continue shopping" button, you can order another item in the shop; your previous selection will be kept in the trolley.

Delivery:

Items can be delivered throughout the Netherlands at your home address or any other address you specify.

Payment:

You can pay with American Express, Visa or Euro(Master)card credit cards, or via IDEAL, payment by means of internet banking; if you opt to pay via IDEAL you will be linked to your own, familiar online banking environment. For credit card payments, the amount payable will be deducted after the items ordered have been delivered to the address you specify.

Home delivery:

All deliveries will be on working days.

If any item is temporarily unavailable, you will be informed of this by e-mail. Goods ordered will be delivered by the DPD (www.dpd.nl). We aim to deliver goods ordered at the specified delivery address within five working days of payment being approved. It does not necessarily have to be your home address. However, there must be someone present at the specified address to sign for receipt of the goods. If the package cannot be delivered, a note will be left indicating the new delivery date (often the next working day). If it still proves impossible to deliver the package it will be re-sent six working days later.

Guarantee:

The KLM90yearshop offers a one-year guarantee on all products (identical to the manufacturer's guarantee). Please keep the delivery invoice in a safe place as this is the proof of guarantee. The guarantee may not be valid in the event of failure to use the item with appropriate care. See the supplementary terms and conditions on the website. If you have any questions about the guarantee, please send an e-mail to klm90yearshop@klm.com. You can also use the contact button on the homepage. Your complaint will be processed on the next working day at the latest.

14-day trial:

You have a 14-day approval period for the order starting from the time of delivery. During this period, you may try out and view the product, unless otherwise specified. Promotional items and sale items may also be returned within this approval period, unless otherwise specified in the item information featured on the website and providing you abide by the terms and conditions. On receipt of the item, please check if the item is undamaged and complete. If not, please send an e-mail as soon as possible to: klm90yearshop@klm.com or call +31 (0)20 6493130.

Returning items:

If you wish to return the order, this is possible providing that:

- it is returned within the 14-day approval period;
- it is as far as possible still in the original, undefaced manufacturer's packaging
- it is complete, unused and undamaged (klm90yearshop.nl does not consider clothes that have been tried on to be used).

Any items opened that do not meet the above conditions will remain your property. These will be returned to you and you will be charged for the costs incurred. These costs will in all cases be € 7.00, which equals the costs incurred for sending the package. Certain items cannot be returned. The following items cannot be returned at all:

- products of a clearly personal nature;
- audio and video recordings and computer software on which the consumer has broken the original seal.

Returning items appointment:

You can indicate that you wish to return one or more items by e-mailing: klm90yearshop@klm.com or by calling +31 (0)20 649 3130 (on working days).

How to return goods:

On working days, you can return items personally to our shop (see contact). If you are too busy or live too far away, you can return the package by post. We recommend that you send it via "insured mail". If one or more items are sent uninsured, klm90yearshop cannot be held liable for any loss. When returning items, please also include a copy of the delivery form (proof of guarantee). When we receive the return items, we will inform you by e-mail immediately.

How do I receive a refund when I return an item or order?

If you return one or more items in accordance with these conditions, we will transfer the amount paid into the account used for payment within 10 days of receiving your returned order.

Cost of postage:

You will be liable for paying the cost of postage for any items returned.

PRICES:

The prices indicated on the website are in euros and include VAT.

Where applicable, the statutory disposal charge payable on white and brown goods has been included in the price. Your order will be subject to the following additional charges:

for the netherlands: purchase amount up to € 34.99: € 7.00 postal charges.

purchase amount over € 35.00: a charge of € 2.00 towards postal costs.

For other countries, see " shipping charges" on the check out.

The goods will then be delivered at the specified delivery address without additional charges.

Complaints:

We do our utmost to provide you with a rapid and effective service. If you have any complaints, you should inform us as soon as possible. Please send an e-mail to klm90yearshop@klm.com. Provide a detailed description of your complaint and include the order number and the date of purchase for all items. Of course, you can also contact us by telephone: +31 (0)20 649 3130. You can contact us on this number from Monday to Friday between 9 a.m. and 4 p.m. Letters of complaint should be addressed to:

KLM 90yearshop

Stationsplein 1000

Gebouw 107 kamer 1049

1117 CT Schiphol Oost

You will receive a response about the processing of your complaint within seven working days. It is also possible to submit a complaint about a product or business service by using the complaints form on the consumer webpage on the website of the Dutch homeshopping organisation (Nederlandse Thuiswinkel Organisatie) www.thuiswinkel.org The complaint will then be sent to the business in question and to the Nederlandse Thuiswinkel Organisatie.

if agreement cannot be reached on resolving the complaint, the resulting dispute will be subject to the disputes regulation.

Question: How do I make an order?

Answer:

Shopping at the KLM90yearshop is simple. You can browse through the categories or search for a specific item. Decided what you want? All you now need to do is place the items in the digital shopping trolley by pressing the shopping trolley button. Then, in just a few simple steps, you complete the purchasing process and pay for the items in the shopping trolley.

Question: Where should I go if I have questions about my order?

Answer:

Please e-mail us if you have any questions about your order. Click the contact button for more details on how to contact us or simply send an e-mail to: klm90yearshop@klm.com

Question: Is it safe to pay via the KLM90yearshop?

Answer:

All payment options are secured. The payment pages are protected with Secure Socket Layers (SSL), which means that data is sent encrypted and it is impossible for third parties to see your credit card or other details.

Your credit card details, including the number, CVC code and expiry date will of course not be stored.

Question: What are the payment options?

Answer:

Payment is possible in the following ways: American Express, Visa , Euro (Master)card. Or using iDEAL (payment by means of internet banking).

Question: How much does the delivery service cost?

Answer:

Within the Netherlands, our delivery service costs € 7.00 up to a purchase amount of € 34.99. For orders over € 35.00 there is a charge of € 2 towards postal charges.

Question: I would like to have my order delivered to a different address. Is that possible?

Answer:

It is possible to have your order delivered to a different delivery address. When you fill in your address details, you can tick a box at the bottom of the page, marked "Delivery to a different address". You should enter the preferred delivery address here.

Question: What happens if I am not at home at the time of delivery?

Answer:

We give your package to DPD to arrange delivery. It may be that you are not at home at the time the package is delivered. In that case, DPD will leave a note providing details of the new delivery date.

Question: What are the prices indicated on the website?

Answer:

All prices are indicated in euros and always include VAT.

Question: Where should I go if I have questions about an article?

Answer:

If you have any questions (for example about an item or about your order), you can contact us by e-mail. Look on the contact page for more details. You can e-mail us at klm90yearshop@klm.com

Question: What guarantees do I have if I buy a product from the KLM90yearshop?

Answer:

All items shown on the website are subject, where necessary, to the normal manufacturer's guarantee of at least one year. We also offer the option of a full refund if you are not completely satisfied. To qualify for this, the item must be returned undamaged and unused and in its original undamaged packaging within 14 days. However, you must contact us first by e-mailing klm90yearshop@klm.com.

Question: How long will it take to deliver?

Answer:

We aim to deliver your order at home or at the specified address within a maximum of five days. In most cases, you will receive the items you have ordered within 48 hours. After placing your order, you will be sent a link which you can use to track the status of your package.