

GENERAL TERMS AND CONDITIONS

Operational information

Kindekeklein and hangingcradle.com are operated by

Kindekeklein, Lambrecht van Dalelaan 48, 2015 EV Haarlem

Registered Company Number 34225822 at the Chamber of Commerce in Haarlem.

The VAT identification number is 1734.60.550.B.01.

Kindekeklein can be reached during office hours by phone at +31 (0)23-551 2219 or +31 (0)6-4757 6133. The e-mail address is info@wiegje.nl.

Order terms and conditions

Kindekeklein only sells its products directly to customers via hanging-cradle.com and related Kindekeklein websites.

You can place your order on the online order form. It is also possible to visit us in Haarlem to examine the products, but you need to make an appointment with us in advance.

Please make sure you have given us the correct address and information and inform us immediately of any changes to these details

All prices are in euros and include 19% VAT.

Cost of delivery

The prices do not include the delivery costs, which will be invoiced in addition and specified before your order is confirmed and when the order is definitively validated.

You are responsible for paying the estimated cost of delivery. The cost will vary according to weight, size, and delivery destination of the ordered items.

Payment

The invoiced price is the price stated on the order confirmation sent via e-mail by Kindekeklein as soon as you have placed your order. Payments can be made immediately after your order or within 14 days of the invoice date by transferring the amount due to the account stipulated by Kindekeklein in the invoice.

Ordered goods are delivered after payment has been received unless otherwise agreed upon in writing. If Kindekeklein has approved payment after delivery, the invoice must be paid within 14 days.

The ordered products shall remain the property of Kindekeklein until full receipt of the amount due.

Default of payment

In case of default of payment by the customer, all judicial and extrajudicial costs reasonably incurred by Kindekeklein shall be for the customer's account.

Delivery terms and conditions

The delivery period of each product is mentioned in the FAQ's and is also indicated during the ordering process.

Delivery periods do not run before the date of the order confirmation. Speed deliveries are sent within two office days after the settlement of the amount(s) due. The extra cost for a speed delivery is indicated during the ordering process.

Kindekeklein will inform you within the delivery period if there will be a delay.

The products will be delivered to the address you have stated on the order form. It is your responsibility to supply the correct address when placing the order. In case of delivery to the wrong address any judicial and extrajudicial costs reasonably incurred by Kindekeklein shall be for the customer's account.

Kindekeklein is responsible for the risks (in particular of theft or damage) concerning the products until the effective date of delivery unless otherwise agreed upon in writing.

Your order will be delivered by post.

Withdrawal right

You have the right to cancel your order within the cancellation period of seven office days beginning on the day after the day on which you received the goods. You may return your package to Kindekeklein within that cancellation period. Please motivate your cancellation, it will be appreciated.

Please return the product(s) accompanied by the delivery number and your name. Returns without this information will not be processed.

The return is at the expense of the customer.

It is only possible to return (the) unused product(s) in their original form and packaging. Please be careful with the product(s) and the packaging. It is only permitted to unwrap the product to the extent required to determine whether you wish to withdraw your purchase. Fabrics must be folded in the same way you first encountered them upon delivery.

If you have not taken reasonable care of the packaging and/or product(s), all costs reasonably incurred by Kindekeklein shall be for the customer's account.

Kindekeklein will reimburse you within a maximum of thirty (30) days after the cancelled goods have been received, (possibly) after deduction of costs for unreasonable care.

Website content

The information on this website and any other information provided by Kindekeklein is as accurate as possible. However, Kindekeklein does not warrant that product descriptions or other content on this site is accurate, complete, reliable, current, or error-free. Kindekeklein is not liable for any errors or inaccuracies, or accountable for any consequences suffered as a result of erroneous information.

Warranty

Kindekeklein warrants that the products meet the fair demands of soundness and/or usability and that all products comply with existing legal provisions and/or government regulations.

Kindekeklein offers a standard warranty of 3 years on all products for possible defects in materials and workmanship. Excluded from this warranty is: (i) normal wear and tear, (ii)

adaptations made to the products after purchase, (iii) damage as a result of the use of accessories that were not made by or approved of by Kindekeklein, and/or (iv) if the products were not installed, maintained and used according to the product terms and instructions for use as provided by Kindekeklein.

Complaints

Kindekeklein will appreciate it if you share your complaint with us regarding any issue. Please do so within a reasonable time period by phone or by e-mail, and be as specific and as clear as possible.

Kindekeklein will respond to your complaint within a fortnight and will strive to do everything reasonably possible to handle your complaint to your satisfaction.

In the even that Kindekeklein requires additional time to solve your complaint you will be informed and given an indication of the extra time needed.

If the solution to a complaint does not find a mutually satisfactory conclusion, the laws of the Netherlands apply.

Gift certificate

It is possible to purchase a gift certificate resembling a certain monetary value. The certificates can be used to order one or more Kindekeklein products.

After you have placed your order for a gift certificate, Kindekeklein will send you a certificate with a code.

Please make sure you store the certificate safely. You will not be reimbursed in case of theft (including the illegal use of the code by third parties) or loss (including accidentally deleted e-mails).

The certificate states the value, the expiration date, as well as any other conditions. The certificate expires after the date stated on the certificate.

To activate a gift certificate, place it in the online shopping cart with your order and fill in the code during the completion of your order. The amount on the certificate will be deducted from the total sum due.

Kindekeklein gift certificates are only valid for Kindekeklein products.
Gift certificates cannot be used for running payments or deliveries.
Gift certificates cannot be exchanged for money.

In the event that the value of the gift certificate exceeds the amount due, the remainder of the certificate loses its value.

In the event that the invoice exceeds the value of the gift certificate, the remaining amount due must be settled in one of the ways allowed by the online store.

In the event that Kindekeklein will reimburse (part of) the invoice and the order was paid using gift certificate(s), Kindekeklein will give out one or more new gift certificates. Any remaining amount will be transferred to your bank account.

Product terms and conditions of use

Please consult and follow the instructions on the manual of each product. The manuals provide an overview of the components and offer detailed assembly instructions. You can find the manuals on the website.

The products are intended for domestic and professional use.

The cradle can be used night and day. Once your baby can turn around, kneel, pull itself up or sit, the cradle shall not be used anymore for this child. Depending on your baby's size and development, he or she is anything between 4 and 9 months old.

The cradle's spring must be used 'normally'. The manufacturer understands 'normal' not to include turning/twisting or a sudden offload (discharge) of the spring. Moreover, please note that springs can break. Always use the safety line!

A cradle hook should not be screwed into the ceiling with too much force. Please pre-drill carefully and do not use any extra tools to add force. You could twist the hook, causing it to lose much of its strength. If worse comes to worst, it could break. That is why you should never use a second-hand cradle hook.

Make sure the ropes are tied safely and sturdily and check them regularly. Adjust the length of the suspension ropes by sliding the 'ratchet eights' along the ropes, to keep the cradle balanced horizontally.

Use the tailor-made mattress provided by Kindekeklein for the cradle. It has the required height and sturdiness for the cradle, and thus ensures the cradle is deep enough. The depth, measured from the top edge of the cradle to the top of the mattress, should be at least 20 cm. If you choose for another mattress, it should be 42 x 77 cm and not be thicker than 8 cm.

The Kindekeklein hanging cradle is not suitable as a travel cot. The Kindekeklein hanging-standing cradle is also a travel cot, provided it has been assembled as a standing version.

If the cradle is placed on its legs, please fasten the eye nuts securely. Make sure the floor/ground is horizontal and dry, and air the bottom of the cradle at regular intervals.

The cradle is not suitable as a playpen.

Always make sure the tripod is placed on a flat surface.

The cradle can hold up to:

Hanging-standing cradle: max. 9 kg

Twin cradle: max. 16 kg

Cradle hook/Swinging branch/tripod: max. 25 kilo (55 pounds)

Do not place or suspend the product near an open fire or other hazardous sources of heat like gas stoves, electric stoves, and so on.

Please make sure all the components are assembled correctly and that the screws and bolts are fastened tightly, so there is no risk that the baby, or any clothes (cords, straps, and so on) get caught on a screw or bolt and tangle or trap the baby. Check the ironware at regular intervals to see if anything needs extra fastening.

The products must be used normally. We understand normal to mean: a calm manner of swinging and bouncing. The Swinging Branch must be used for vertical loads only.

Keep unsupervised young playing children away from the products.

Do not use the products in case of damage, defects or missing parts.

Follow the washing instructions on the label.

For use in day nurseries

Please follow the terms and conditions as stated above and also:

Place the hanging cradle and/or swinging branch at a pleasant and sensible height to work with.

Make sure all employees know how to use the product safely.

In concordance with the laws and regulations for nursery care, please make an independent risk assessment of the product.

Do not leave the product unattended, since there are always other (young) children up and about.

Never leave the tripod unattended, since there are always other (young) children around who could knock it over.

Please check the products at regular intervals for any possible defects. The product must not be used in the event of any defect. Inform all the employees of the defect so that nobody harms a baby with a broken and unsafe product.