

TERMS AND CONDITIONS

MongolianMade

Version 2026

1. Definitions

For the purposes of these Terms and Conditions:

Trader means MongolianMade.

Consumer means any natural person acting for purposes outside their trade, business, craft or profession.

Distance Contract means a contract concluded between MongolianMade and the Consumer through the exclusive use of one or more means of distance communication.

Products means all goods offered through the webshop.

Webshop means the online store operated under www.mongolianmade.nl.

Right of Withdrawal means the Consumer's right to cancel a distance contract within the statutory withdrawal period.

Durable Medium means any instrument enabling the Consumer or Trader to store information in a way accessible for future reference and unchanged reproduction.

2. Identity of the Trader

MongolianMade

Knippenmorgenstraat 19

6905 TP Zevenaar

The Netherlands

E-mail: info@mongolianmade.nl

Chamber of Commerce (KvK): 94476160

VAT Number: NL866791280B01

3. Scope of Application

1. These Terms and Conditions apply to all offers, orders and agreements concluded between MongolianMade and Consumers.
2. These Terms and Conditions apply to all sales within the European Union.
3. By placing an order, the Consumer agrees to these Terms and Conditions.
4. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

4. Offers and Product Information

1. Product descriptions, specifications and photographs are prepared with reasonable care.
2. Obvious errors, mistakes, typographical errors or pricing errors shall not bind MongolianMade.
3. Images are provided for illustrative purposes only.
4. Colours may vary due to photography, lighting conditions, display settings and natural production processes.
5. Products made from natural materials such as cashmere, yak wool, camel wool, merino wool, sheep wool, silk and other natural fibres may vary in:
 6. colour;
 7. texture;
 8. softness;
 9. fibre thickness;
 10. weight;
 11. dimensions.
12. Such variations are natural characteristics of the materials and shall not be considered defects.
13. Handmade products may contain minor irregularities that contribute to their authentic character and shall not be regarded as faults.
14. Dimensions are approximate. Variations of up to approximately 5% shall be considered normal.

5. Formation of the Contract

1. The contract is concluded when the Consumer places an order and MongolianMade confirms acceptance of that order.
 2. An automated order confirmation does not necessarily constitute acceptance.
 3. MongolianMade reserves the right to refuse an order where there are reasonable grounds to do so.
 4. If a product becomes unavailable after an order has been placed, MongolianMade will inform the Consumer as soon as reasonably possible.
 5. Any payments already received will be refunded without undue delay.
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6. Prices

1. All prices displayed on the webshop include VAT unless explicitly stated otherwise.
 2. Shipping costs shall be displayed separately before completion of the order.
 3. Obvious pricing errors may be corrected by MongolianMade.
 4. Changes in VAT rates or legally imposed charges may be reflected in the final purchase price where required by law.
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7. Payment

1. Payment must be made using one of the payment methods offered on the webshop.
 2. The Consumer is responsible for providing accurate payment information.
 3. MongolianMade may suspend performance of the contract until payment has been successfully authorised.
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8. Delivery

1. Delivery is available exclusively within the European Union.
2. Orders shall be processed with reasonable care and diligence.
3. Delivery times are estimates and not guaranteed delivery dates.

4. Delays in delivery shall not automatically entitle the Consumer to compensation.
 5. Where delivery of an ordered product proves impossible, MongolianMade may offer a substitute product or cancel the order and refund any payments received.
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9. Transfer of Risk

1. Risk of loss or damage to the products shall pass to the Consumer only upon physical delivery.
 2. Until delivery takes place, the products remain at the risk of MongolianMade.
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10. Right of Withdrawal

1. Consumers have the right to withdraw from the contract within fourteen (14) days without giving any reason.
2. The withdrawal period expires fourteen (14) days after the day on which the Consumer, or a third party indicated by the Consumer, acquires physical possession of the goods.
3. During the withdrawal period, the Consumer shall handle the goods and packaging with due care.
4. The Consumer may inspect the goods only to the extent necessary to establish their nature, characteristics and functioning.
5. To exercise the right of withdrawal, the Consumer must inform MongolianMade by means of a clear statement.

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11. Exercise of the Right of Withdrawal

If the Consumer wishes to exercise the right of withdrawal, the Consumer must notify MongolianMade by means of an unambiguous statement before the withdrawal period expires. The Consumer may use the model withdrawal form provided by MongolianMade but is not obliged to do so. The Consumer shall return the goods without undue delay and in any event no later than fourteen (14) days after notifying MongolianMade of the withdrawal. The deadline shall be met if the goods are sent before the fourteen-day period has expired.

12. Consumer Obligations During the Withdrawal Period

During the withdrawal period, the Consumer shall handle the goods and packaging with reasonable care. The Consumer may only inspect and test the goods to the extent necessary to establish their nature, characteristics and functioning. The Consumer shall be liable only for any diminished value of the goods resulting from handling beyond what is necessary for such inspection. Where reasonably possible, products should be returned in their original packaging.

13. Returns

Returned goods must be packaged appropriately to prevent damage during transport. Unless otherwise required by law, the direct costs of returning goods shall be borne by the Consumer. MongolianMade recommends using a tracked shipping service. The Consumer remains responsible for the returned goods until they have been received by MongolianMade. Damage resulting from inadequate packaging may lead to a reduction in the refund where permitted by law.

14. Refunds

MongolianMade shall reimburse all payments received from the Consumer no later than fourteen (14) days after receiving notice of withdrawal. MongolianMade may withhold reimbursement until the goods have been received or the Consumer has supplied evidence of having returned the goods, whichever occurs first. Reimbursement shall be made using the same means of payment used by the Consumer unless otherwise agreed. No fees shall be charged for the reimbursement.

15. Legal Warranty and Conformity

MongolianMade guarantees that the products conform to the contract and meet the reasonable expectations that the Consumer may have. Consumers are entitled to all statutory rights relating to conformity and legal guarantees under applicable consumer protection laws. Any commercial warranty provided by a manufacturer, supplier or producer is additional to, and does not replace, statutory rights. If a product does not conform to the contract, the Consumer should notify MongolianMade within a reasonable time after discovering the issue. Where a complaint is justified, MongolianMade shall repair, replace or otherwise provide an appropriate remedy in accordance with applicable law.

16. Care Instructions for Cashmere, Yak Wool and Camel Wool Products

Products made from cashmere, yak wool, camel wool, merino wool, sheep wool or other natural fibres require appropriate care. Consumers must follow all care instructions supplied with the

product. Pilling during the initial period of use is a natural characteristic of high-quality wool and cashmere products and shall not be regarded as a manufacturing defect. Natural fibres may react to temperature, humidity and regular wear, which can result in minor changes to texture or softness. Damage caused by improper washing, drying, ironing, bleaching, dry cleaning or storage is not covered by the legal warranty. Normal wear and tear resulting from ordinary use does not constitute a defect.

17. Complaints

Complaints regarding the performance of the contract should be submitted to MongolianMade within a reasonable time after the issue has been identified. Email: info@mongolianmade.nl MongolianMade aims to respond substantively within fourteen (14) days of receipt. If additional investigation is required, the Consumer will be informed of the expected timeframe.

18. Force Majeure

Force majeure provisions as supplied in the final Terms & Conditions text.

19. Privacy and Data Protection

GDPR and privacy provisions as supplied in the final Terms & Conditions text.

20. Intellectual Property

Intellectual property provisions as supplied in the final Terms & Conditions text.

21. Governing Law

Dutch law applies subject to mandatory EU consumer protections.

22. Dispute Resolution

Disputes shall be handled in accordance with applicable consumer protection legislation.

23. Severability

If any provision is invalid, the remaining provisions remain in force.

24. Amendments

MongolianMade reserves the right to amend these Terms and Conditions.

25. Final Provisions

These Terms and Conditions enter into force upon publication on the website.