

Terms of use

1. General Information

These Terms of Use (â€œTermsâ€•) govern your access to and use of www.thermotrafik.com (the â€œWebsiteâ€•), operated by **Van den Elsen - Thermo Trafik**, registered in The Netherlands at **De Stap 3, 5425 VC De Mortel**.

By accessing or using our Website, you agree to comply with these Terms. If you do not agree, please do not use the Website.

2. Use of the Website

- You must be at least 18 years old to make a purchase through our webshop.
- You agree to use the Website only for lawful purposes and in a way that does not infringe the rights of others or restrict their use of the Website.
- We reserve the right to deny or terminate access to the Website at any time if you violate these Terms.

3. Products and Availability

We make every effort to display our products as accurately as possible. However, colors, images, and descriptions may vary slightly from the actual product.

All products are subject to availability. We reserve the right to change or discontinue products at any time without prior notice.

4. Prices and Payment

- All prices shown on the Website are in euros (€) and include VAT unless stated otherwise.
- We accept **iDEAL, Klarna, PayPal, Sofort, credit cards, and bank transfer** as payment methods.
- Payments are processed securely through our trusted partners.
- We reserve the right to change prices at any time, but such changes will not affect orders that have already been confirmed.

5. Orders and Contract Formation

When you place an order, you will receive an email confirmation acknowledging receipt of your order.

A contract between you and **Van den Elsen - Thermo Trafik** is formed only when we send you an order confirmation and dispatch your goods.

We reserve the right to cancel or refuse any order in cases such as payment failure, suspected fraud, or product unavailability.

6. Shipping and Delivery

- We aim to ship all orders within one week. In some cases, processing may take longer.
- Delivery times depend on your location and chosen shipping method.
- We are not responsible for delays caused by shipping carriers or customs clearance.
- Ownership of goods transfers to you once payment has been received and the goods have been delivered.

7. Returns and Refunds

If you are not satisfied with your purchase, you have the right to return your order within **14 days** of receipt, provided that:

- The product is unused, undamaged, and in its original packaging.
- You contact us first at info@thermotrafik.com with your order number.

Refunds will be processed using the same payment method used for the purchase. Please note that return shipping costs are your responsibility unless the product is faulty or incorrect.

8. Liability

We are not liable for any indirect, incidental, or consequential damages resulting from the use or inability to use our Website or products, except as required by law.

Our total liability for any claim related to a purchase is limited to the amount paid for that product.

9. Intellectual Property

All content on the Website “including text, logos, images, and product designs” is the property of **Van den Elsen - Thermo Trafik** or its licensors and is protected by copyright and trademark laws.

You may not reproduce, distribute, or modify any part of the Website without prior written consent.

10. Privacy

Your use of the Website is also governed by our [Privacy Policy](#), which explains how we collect and process your personal data in compliance with the GDPR.

11. External Links

Our Website may contain links to third-party websites. We are not responsible for the content, privacy policies, or practices of these external sites.

Use of third-party websites is at your own risk.

12. Governing Law and Jurisdiction

These Terms are governed by the laws of **The Netherlands**.

Any dispute arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in The Netherlands.

13. Changes to These Terms

We may update these Terms of Use from time to time. Updates will take effect once posted on this page, with the “Last updated” date indicating the most recent version.

14. Contact Information

If you have any questions regarding these Terms, please contact us at:

Van den Elsen - Thermo Trafik

De Stap 3

5425 VC De Mortel

The Netherlands

info@thermotrafik.com

www.thermotrafik.com