Terms and conditions of use

General Terms and Conditions

The general terms and conditions describe and regulate the conditions for commercial transactions of and with Hanabi Sprl owner of the Polaxis webstore. In case of legal complications, legal jurisdiction is exercised in Belgium.
Kits and products from Hanabi are sold with the following terms and conditions. If you don’t understand or agree with these terms and conditions, you should not purchase or construct kits or products from Polaxis

Article 1: Object

These general conditions of sale are those in which Hanabi offers the provision of goods and services by electronic means related to the Polaxis trademark on the Polaxis website: http://polaxis.pswebshop.com

Article 2 : Payment

We only accept Paypal payments. Please note you can make a Paypal payment with your credit card without opening a Paypal account if you do not wish to do so.

Article 3 : Taxes

Orders are subject to pay Belgium VAT (21%). Businesses within the EU and outside Belgium are to be invoiced ex-VAT as permitted by law by providing their VAT N°.
it is the responsibility of the buyer to pay customs charges and any applicable VAT on the import of goods into his country, as well as to ensure that the goods comply with the

local laws of the importing country.

Article 4 : Delivery

All orders are shipped from Belgium. We usually ship within 2 business days, but please allow us up to 5 business days after the payment has been received for exceptional cases.
Once the parcel has been shipped, you will receive a tracking number via email – except if the chosen shipping option does not provide any tracking information.
Average delivery time is 2-8 days within Europe, 5-15 days outside Europe. These times are indicative and do not constitute a commitment on our part.
It is the responsibility of the buyer to provide a shipping address where postal services are able to deliver the parcel. In addition, we cannot be held responsible for non-delivery if the provided shipping address cannot be served by the postal service or if the provided shipping address contains errors.
In case of a lost parcel, a minimum of 30 days must elapse before filing an appeal with the carrier. Once the loss is recorded by the carrier, we will reship the goods, except in cases of temporary or permanent unavailability of the product, in which case we will make a full refund of the order.

Article 5: Returns – Retraction

In compliance with the Belgium Consumer Rights Law, the private individual consumer is given a cancellation deadline of seven days from the delivery date of the order.
If you want to return your order, please contact us within 7 days of receipt of your package to obtain a return number. No return package will be accepted without this return number. We only accept returns of complete modules, unopened components bags and unsoldered PCB’s.
As part of a return you are responsible for : the cost of returning the goods as well as any damage that may occur

during the return transportation (including lost package).
Belgium taxes and customs may apply if you send from a country outside the European Union.

Article 6: Warranty

Items sold in kit are not warranted: It is your responsibility to install the kit properly by carefully following the installation instructions found on our website. Technical support is available from our web forums.
Before buying a kit, make sure you have the skills needed for its installation, its possible debugging and maintenance.

Article 7: Legal information

Trademark: Polaxis is a trademark of the company Hanabi Sprl
Enterprise N°: 0881.386.243
VAT N°: BE0881386243
Address:
Rue Saint-Hubert 521d
Vezin 5300
Belgium