Terms of Service

Maja Magazines

Welcome to Maja Magazines, your gateway to the world of international magazines. Because we deliver publications from across the globe, we use a unique model to offer you the best price and service. Therefore, specific terms apply, particularly regarding delivery times and subscriptions. We have done our best to explain everything as clearly as possible.

Article 1 - Definitions

In these terms, the following definitions apply:

- 1. **Cancellation Period**: The 14-day period during which you can exercise your right of cancellation.
- 2. **Customer:** You, the individual consumer not acting in a professional or business capacity, who enters into a distance contract with us.
- 3. **Right of Cancellation** Your option to withdraw from the distance contract within the cancellation period.
- 4. **Subscription:** An agreement for the regular delivery of magazines for a fixed, predetermined period.
- 5. **Distance Contract:** An agreement concluded between you and us via our online store.

Article 2 - Our Identity

Company Name:	Maja Magazines
Website:	papermagazines.com
Address:	Rotterdam, Netherlands
Phone Number:	085 0013398
Email Address:	contact@papermagazines.com
Chamber of Commerce	27300515
(NL) No.:	
VAT ID (Value Added Tax):	NL.817937778.B01

Article 3 - Applicability

- 1. These terms of service apply to every offer from us and to every order you place with us.
- 2. Before you place an order, we will make the text of these terms clearly available to you. You can easily save it for your records.

Article 4 - The Offer

- 1. If an offer has a limited validity period, we will state this clearly.
- 2. We always describe the offered magazines and subscriptions completely and accurately. The images we use are a true representation. Obvious mistakes or errors in the offer are not binding on us.
- 3. Every offer contains clear information about your rights and obligations, such as the price including taxes, any shipping costs, and the method of payment.

Article 5 - The Agreement

- 1. The agreement is formed the moment you accept our offer and meet the specified conditions.
- 2. After your order, we will immediately confirm receipt via email. As long as you have not received this confirmation, you may cancel the agreement.
- 3. We ensure a secure web environment and the secure transfer of your data and payment.

Article 6 - Right of Cancellation

- When purchasing physical products (with the exception of single issue magazines, see Article 8), you have the option to cancel the agreement without giving a reason for 14 days. This period begins on the day after you receive the product.
- 2. During the cancellation period, we expect you to handle the product and its packaging with care.
- 3. If you wish to exercise your right of cancellation, you must inform us within 14 days of receipt. You then have another 14 days to return the product.

Article 7 - Costs in Case of Cancellation

- 1. If you exercise your right of cancellation, you will bear the cost of returning the goods.
- 2. If you have already paid, we will refund this amount as soon as possible, but no later than 14 days after your cancellation notice. We may withhold the refund until we have received the product back, or until you provide proof of having sent it back.

Article 8 - Exclusion of the Right of Cancellation

- 1. The right of cancellation is legally excluded for certain products. We always state this clearly in the offer. For our product range, the most important exception is:
- Single issues of newspapers and magazines: Please note that a statutory exception to the right of cancellation applies to single issues of newspapers and magazines. Once purchased, single issues cannot be returned.

Article 9 - The Price

- 1. During the offer's validity period, we will not increase prices, except for changes in VAT rates.
- 2. The prices stated in our offer include Value Added Tax (VAT).
- 3. All prices are subject to printing and typesetting errors.

Article 10 - Warranty

- 1. We guarantee that our magazines and subscriptions conform to the agreement and the specifications stated in the offer. You are entitled to a product of satisfactory quality.
- 2. An additional warranty provided by us, the manufacturer, or the importer does not affect your statutory rights.

Article 11 - Delivery and Performance

- 1. We handle your order with the utmost care.
- 2. Start-up time for the first issue Starting an international subscription requires some patience. The delivery time for the first issue depends on the magazine's publication frequency and its country of origin. An indication of this "start-up time" is always mentioned on the product page. For a detailed explanation, please refer to our Frequently Asked Questions page.
- 3. **Shipping and Delivery** To offer you the best possible price and service, we use a network of international distributors and publishers who handle shipping directly.

Therefore, in most cases, it is not possible to provide a tracking code.

4. **Our promise in case of problems**: The risk of damage or loss is entirely ours until the point of delivery. International shipments can sometimes face delays or damage. Should this happen, you can count on our full support. We are your single point of contact throughout your subscription and are fully committed to resolving any issues for you.

Article 12 - Subscriptions: Term and Renewal

- 1. **Fixed term, no automatic renewal**: All our subscriptions are for a fixed period, usually one year, as stated with your order. Your subscription stops automatically after this period. You are not tied into any further commitment.
- 2. **Voluntary renewal:** Well before the end of your subscription period, you will receive a noobligation renewal invitation from us. You can then choose for yourself whether to start a new period. If you do not respond, your subscription will expire automatically.

Article 13 - Payment

- 1. You must pay the amounts due within the agreed-upon period.
- 2. You are required to immediately report any inaccuracies in the payment details provided to us.

Article 14 - Complaints Procedure

1. If a magazine is damaged, has not arrived, or if you have any other comments about our service, please let us know immediately by emailing contact@papermagazines.com. We will provide a substantive response within 14 days and do our utmost to find a satisfactory solution.

Article 15 - Governing Law

1. Agreements between you and us are governed exclusively by Dutch law.