

RYSTO^o

MOODCASES

'things you want to know & things you must know'

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Terms of service

Access to and use of this website www.rystobags.com and the products and services available through this website are subject to the following Terms, conditions and notices. We may update and adapt the Terms and conditions from time to time. Your continued use of this website following such change shall signify your agreement to be bound by the modified terms. Please check this page regularly to take notice of any changes. If you do not agree to any change, then you must immediately stop using the website.

PRIVACY and SECURITY STATEMENT

You find our Privacy and Security statement by clicking the button Privacy on the far right side of this screen. If you are under 18, you must let your parents or guardian know about our Privacy and security statement before you register to use this website or any of this website's services.

USE OF THE WEBSITE

REGISTRATION to RYSTO

To use some of the features on this website you may need to register. Registration requirements may change from time to time. It is essential that you provide information that is accurate when you register. Please notify us if your personal information changes at the following e-mail address: www.rystobags.com.

YOUR DATA

You acknowledge and agree that we have the right to access and disclose your information in order to comply with applicable laws and lawful government requests, and to protect RYSTO or its users. You acknowledge and agree that RYSTO may pass your information to other associated companies and selected third parties for realising our operational services and improving our quality to you. We shall share your personal data with companies and organisations in order to enable us to perform credit checks, and you hereby consent to us so doing.

THE CONTENT

Content is defined as any text, photographs, video, audio or graphics that RYSTO, you or any other user may upload or transmit on this website. You bear the entire risk of the completeness, accuracy or usefulness of any content on this website. RYSTO reserves the right to withdraw any content from this website at any time and for any reason. Removal may be immediate and without notice. You agree that RYSTO is not liable to you or any third party for any such withdrawal.

PROPERTY, SOFTWARE and CONTENT

You may not use RYSTOBAGS.com, or any of its content, for any commercial end. Nor for any advertising activity on your own website. This website is for your personal use only. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, commercially exploit, create derivative works from, transfer, or sell any content, software, products, or services contained within this website.

USERS

The use of this website is at your own risk. You agree that you are personally responsible for your use of RYSTOBAGS.com and for all of your communication and activity on this website. We reserve the right to deny you access to this website at any time, without notice. If we determine, in our sole discretion, that you engaged in prohibited activities, were not respectful of other users, or otherwise violated the terms, conditions and notices, we may deny you access to this website on a temporary or permanent basis and any decision to do so is final.

LINKS to THIRD-PARTY SITES

There can be hyperlinks on this website to other websites or resources operated by parties other than RYSTO, including advertisers. We are not responsible for the availability of such external resources, and are not responsible or liable, directly or indirectly, for the privacy practices or the content, including any advertising, products or other materials or services available from such websites or resources, nor for any damage, loss or offence caused by, the use of any such content, goods or services available on such external resources.

PURCHASES

ORDERS

All orders are subject to acceptance and availability. We reserve the right to change prices without prior notice to you. We will take all care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from the website.

OFFERS to PURCHASE

Payment can be made by Visa, MasterCard, iDeal (only for The Netherlands)

ELIGIBILITY to PURCHASE

Payment will be debited and cleared from your account at the time that your order is accepted by RYSTO. You confirm that the credit/debit card that is being used is yours. All credit/debit cardholders are subject to validation checks and authorization by the card issuer. If the issuer of your payment card refuses to authorize payment to RYSTO, we will not be liable for any delay or non-delivery. We reserve the right to withdraw any merchandise from the website at any time and/or remove, screen or edit any materials or content on the website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of its withdrawing any merchandise from the website, whether or not that merchandise has been sold; removing, screening or editing any materials or content on the website; refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

INSURANCE

We insure each purchase during the time it is in transit until it is delivered to you.

RETURN CONDITIONS

Customer satisfaction is our top priority. If you are not happy with your goods, you may return your order within 10 days upon receipt of the goods. Please click on the RETURN

POLICY button on the far right side of this screen to read the full RETURN POLICY and follow the instructions. In order to receive a refund to your credit card, you must abide by the following instructions. If you would like to have any assistance, please send an e-mail to: rysto@rystobags.com

The product you return must be in new, unused, and unworn condition with all the original packaging and garment tags still attached. All accurately returned products will be credited to the original purchaser's credit card excluding taxes, duties and shipping costs. We do not offer store credits.

New and unused means that there are no marks on the item or any wear on the tags. We do not sell used items and will not accept any item with any indication that it was used. In such cases, the item will be returned to the purchaser. RYSTO is not responsible for any item that is not returned in the manner set forth above.

GENERAL

NO UNAUTHORIZED COPYING and/ or DISTRIBUTION

You acknowledge that all copyright, trademarks and all other intellectual property rights in the content, software and all HTML and other code contained in this website, shall remain with RYSTO and its licensors and is protected by copyright and other laws and international treaty provisions. You are permitted to use this material only as expressly authorized by RYSTO or its licensors. Any reproduction of the above listed materials is prohibited by law and may result in civil and criminal penalties.

DISCLAIMER of LIABILITY

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INDEMNITY

You agree to indemnify, defend and hold harmless RYSTO, its directors, officers, employees, consultants, agents, and affiliates, from any and all third party claims, liability, damages and/or costs, including, but not limited to, legal fees arising from your use of this website or the use by any other persons accessing this website using your internet account, or your breach of the Terms and conditions.

We reserve the right, at our own expense, to assume the exclusive defence and control of any matter otherwise subject to indemnification by you hereunder.

USER RELATIONSHIP

You acknowledge that no joint venture, partnership, employment, or agency relationship exists between you and RYSTO as a result of your use of this website. You agree that you will not hold yourself out as a representative of RYSTO, and we shall not be liable for any representation, act, or omission on your part.

ENTIRE AGREEMENT

The above Terms and conditions constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and RYSTO.

You confirm that, in agreeing to accept our policies, you have not relied on any representation save in so far as the same has expressly been made a representation in RYSTO, and you agree that you shall have no remedy in respect of any misrepresentation that has not become a term of RYSTO save that your agreement contained in this clause shall not apply in respect of any fraudulent misrepresentation whether or not such has become a term of RYSTO.

WAIVER

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

GOVERNING LAW

RYSTO will be governed by and construed in accordance with the laws of The Netherlands, and you irrevocably submit to the exclusive jurisdiction of the courts of The Netherlands.

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RYSTO reserves the right to make changes to this policy, notably in line with any revised legislation. Please check back from time to time to ensure you are aware of any changes. Your continued use of our site will signify your acceptance of these changes.

Shopping online

Item availability

Although we make every effort to keep sufficient stock of items listed on our site, occasionally we do sell out of certain products. If we are out of stock on an item that you have ordered, we will notify you by e-mail. Any changes will be reflected in your order total as well as in your shipping confirmation. Please be aware that even though the product is in your shopping bag, it is not reserved and can be bought by another customer while you are browsing.

What payment methods does RYSTO accept?

Visa, Master Card, iDeal (The Netherlands)

Is ordering over the internet secure?

Yes. To guarantee that your order is secure and to protect your privacy, RYSTOBAGS.com works with payment system Buckaroo who provides a safe paying environment (SSL). Our cooperation with tri-lab takes care of a smooth use of website facilities.

How do I track my order?

You will receive an order confirmation once your order has been placed. In addition, an e-mail will be sent once your order has been shipped. If the order amount is € 40 or higher this confirmation will include the tracking number for your package.

How can I modify my order?

Please be advised that once an order has been placed we are unable to make modifications to the order, including cancellations.

How will I know you have received my order?

After you place your order, we will send you an e-mail confirming that your order has been received. This information will include the invoice and a return form. This does not mean that your order has been accepted by us. Once your payment has been approved, the receiving address has been verified and the item has been located, your order will be accepted and the item shipped. You will receive another e-mail notifying you if any of the items you've ordered are not in stock. If this occurs, the full amount of the invoice is returned to your (credit card) account.

Can I order by phone?

No, ordering by phone is not possible. Due to the international orientation of RYSTO and the different time zones our customers live in, we believe the web shop is the best way to meet customer services 24/7.

How can I convert foreign currencies?

RYSTO is a European oriented company, hence we work with the euro (€) as our standard currency.

The website is slow in processing my order. What should I do?

We vigilantly monitor our website for errors and performance. First, make sure the problem is not on your end. Second, give it a few minutes and try again. If that doesn't help, send an e-mail to rysto@rystobags.com and we'll get in touch with you.

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Return policy

ATTENTION: if you did not buy a RYSTO product via the official website and you do want to return a product, then please return to your original point of sale because the rules in this document do not apply to you. The original vendor will assist you in any way possible.

General

RYSTO wants you to be completely happy with your purchase(s). If you are unsatisfied for any reason, please do not hesitate to contact us. For returns of faulty items please follow the same process.

RYSTO does not exchange goods. Simply return a non-desired product and buy another one from our shop that is more to your liking. Read also the following:

Unused, unwashed, unworn or defective merchandise may be returned within 10 days upon delivery for a refund.

Only if we dispatched the wrong item or the item sent was defective, we offer full refund.

In all other cases we will refund only the purchase price of the goods involved. We do not accept returns on products that were not purchased via this website.

Items returned outside the above timeframes are accepted at the discretion of RYSTO.

RYSTO will not accept returns for any non-faulty items that have been used and tags removed. Upon receipt of an order, if any item has been received without a tag, you should notify us (by e-mail to rysto@rystobags.com) on the same day as you received your purchase.

We strongly advise you to check garments thoroughly upon delivery before removing any attached tags.

Please note that we do not accept liability for returned goods. Pack and seal your return securely, in the original package if possible, and include a completed return form (the form is sent to you as part of the digital invoice).

It is recommended that you ship your return via a carrier who will provide your package with a tracking number to ensure that it does not get lost.

HOW TO PROCEED IF YOU WISH TO RETURN?

1. Did you buy an original RYSTO product via the official RYSTO website?

IF YES are you the original (first) buyer?

IF YES then:

- 1.0. In order to facilitate the return of your items please e-mail us at **rysto@rystobags.com** within 10 days of receiving your order.
 - 1.1. Fill in the RETURN FORM attached in your order confirmation by mail.
 - 1.2. Enclose the form with the complete product and wrapping into the same box(es) as you received your purchase.

For **NL** and **BE** please do the following*;

- 1.3. Use the return label enclosed or write our address on the return package:
RYSTO, Hertog Karelweg 21, 4175 LS Haaften
- 1.4. Deliver the return parcel at a distribution point to your liking.
- 1.5. Ask for a receipt with tracking number. All shipping charges related to returning the package to RYSTO must be prepaid.

* For other **EEG** counties: Use the enclosed UPS RETURN LABEL and call UPS to collect the parcel.

IF NO (you did not buy a RYSTO product via this original website), then:

- 1.6. Return to the original point of sale. The vendor will assist you in any way possible.

IF NO you are not the original (first) buyer, then:

- 1.7. Return to the original buyer.

HOW TO PROCEED IF YOU WISH TO RETURN FAULTY GOODS?

In order to facilitate the exchange or return of faulty items:

2. Did you buy the RYSTO product via this official RYSTO website?

IF NO, then:

return to the original point of sale. The vendor will assist you in any way possible.

IF YES, then:

- 2.1. Faulty items will only be accepted if the goods were delivered to the customer damaged or if there is a subsequent manufacturing fault within a period of 3 months after delivery.
- 2.2. All items returned as faulty will be inspected, and any items deemed to subject to fair wear and tear will not be accepted as faulty.
- 2.3. When possible, items may be repaired on request, but only when such items are deemed faulty and repairable. Repairs do not come with any guarantees.
- 2.4. If we sent the wrong item or the item sent was defective, we will also refund delivery costs.

RECEIVING A REFUND?

All undamaged, correctly returned products will be credited to the original purchaser's credit card or bank account including sales taxes for all EU country shipments excluding shipping charges. International customs duties and sales taxes are non-refundable for shipments outside the European Community (EGG).

For further information, you can contact one of our customer service representatives. Simply send an e-mail to rysto@rystobags.com with any questions you may have.

Once your package has been received by our returns department, your refund will be processed, using the original form of payment, within 10 business days. Please note: your banking institution may require additional days to process the transaction once they have received the information from us.

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Privacy policy

ATTENTION: this privacy statement only applies to you if you bought a RYSTO product or registered via the official website.

EXACTLY WHAT PERSONAL INFORMATION MAY BE COLLECTED ABOUT YOU and HOW?

When you place an order or register for a service offered by RYSTO, we collect personal information. When creating an account or placing an order we ask you for your first and last name, your e-mail address, home address and telephone number. All of the details described above allow us to process your order and let you know the status of your order.

Credit card details are entered directly into our payment partner's systems and are neither transmitted nor held on our systems.

NON-PERSONAL INFORMATION

Our system may also gather non-personal information like the areas you visit on our site, times and volume of use, traffic data, including logs, details of networks as well as the IP address you use to connect to our site. You must register before you place an order. We will provide a link to the Terms of Use and a consent button for the collection of your personal data.

If you wish to remove your personal data from our database altogether, you can send an e-mail to rysto@rystobags.com.

HOW CAN YOU CHANGE YOUR PERSONAL DATA?

If you would like to change your personal information at Rystobags.com, you can contact us by e-mail at rysto@rystobags.com and we will revise your personal details.

HOW DOES RYSTO SAFEGUARD MY PERSONAL DATA?

All payment and credit card information supplied by you is transmitted by Buckaroo, who provides a safe payment environment (Secure Socket Layer).

QUESTION or COMPLAINTS

For more information about our policies, please go to the Terms of use section of our website. You can also send us an e-mail at rysto@rystobags.com

THE AGREEMENT

By visiting www.rystobags.com you are accepting and consenting to the practices described in this Privacy statement and the terms and conditions therein.

EXTRA INFORMATION

Please note that this policy applies to RYSTO and/or its subsidiaries, but not to websites maintained by other companies or organizations to which we may be linked. Please ensure that you read the Privacy statement of such other companies or organizations before submitting any personal information. Furthermore, intermittently RYSTO may employ third party business partners to collect personal information on behalf of RYSTO. In such cases, these third parties will be subject to confidentiality agreements and instructed by RYSTO to fully comply with our Privacy statement as set forth herein.

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