

# Terms and Conditions

## Maja Magazines

Welcome to Maja Magazines, your gateway to the world of international magazines. Because we deliver publications from all over the globe, we use a unique approach to offer you the best price and service. Therefore, specific conditions 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 within which you can exercise your right to cancel.
2. **Customer:** You, the individual who is not acting in a professional or business capacity and who enters into a distance contract with us.
3. **Right to Cancel** 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 shop.

### Article 2 - Our Identity

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|--------------------------------|---------------------------------|
| Company Name:                  | Maja Magazines                  |
| Website:                       | americanmagazines.co.uk         |
| Address:                       | Rotterdam, Netherlands          |
| Phone Number:                  | 085 0013398                     |
| Email Address:                 | contact@americanmagazines.co.uk |
| Chamber of Commerce (KvK) No.: | 27300515                        |
| VAT ID:                        | NL.817937778.B01                |

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## Article 3 - Applicability

1. These terms and conditions 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.

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## Article 4 - The Offer

1. If an offer has a limited validity period, we will state this clearly.
2. We always describe the magazines and subscriptions on offer 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.

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## Article 5 - The Agreement

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

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## Article 6 - Right to Cancel

1. When purchasing physical products (with the exception of single issue magazines, see Article 8), you have the option to cancel the agreement without giving any 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 to cancel, you must inform us within 14 days of receipt. You then have another 14 days to return the product.

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## Article 7 - Costs in Case of Cancellation

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1. If you exercise your right to cancel, 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 wait to refund until we have received the product back, or until you provide proof that you have returned it.

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## Article 8 - Exclusion of the Right to Cancel

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

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## Article 9 - The Price

1. During the validity period of the offer, we will not increase prices, except for changes in VAT rates.
2. The prices stated in our offer include VAT.
3. All prices are subject to printing and typesetting errors.

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## 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 extra guarantee provided by us, the manufacturer, or the importer does not affect your statutory rights.

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## 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 a little 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. **Shipment 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.

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## 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 anything.
2. **Voluntary renewal:** Well before the end of the subscription period, you will receive a no-obligation 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.

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## Article 13 - Payment

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

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## 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 via [contact@americanmagazines.co.uk](mailto:contact@americanmagazines.co.uk). We will provide a substantive response within 14 days and do our utmost to find a satisfactory solution.

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## Article 15 - Applicable Law

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