

Terms and Conditions

Identity of the entrepreneur

Retro-kingdom.nl, part of Nonvisiongames.

Headquarters (no visiting address);

Damhertlaan 23

3972 DA Driebergen-Rijsenburg

Chamber of Commerce Utrecht: 78732808

VAT number: NL003373638B77

Payment options

You can pay for your orders on Retro-kingdom.nl via iDeal, Paypal, advance transfer or with the options of Klarna Payments.

iDeal

When you opt for a payment with iDeal, the payment is taken care of by CCVShop Payments. With iDeal you can make an online payment safely, easily and quickly via the secure internet banking of your own bank. All banks support iDeal; including ABN Amro, Rabobank, ING bank, SNS bank, Fortis, ASN bank, Knap, Triodos and Friesland bank. The shipping costs are 5.85 euros within the Netherlands. After receiving of your payment, your order will be processed and shipped to you as soon as possible. If you place your order on a working day before 3:00 PM, you can usually expect the ordered products the next day.

Paypal

When you choose to pay with Paypal, the payment is taken care of by CCVShop Payments. With the help of Paypal you can pay online safely and quickly. The shipping costs within the Netherlands are 5.85 euros. Paypal payments come directly to me. This way I can arrange your order asap. If you place your order on a working day before 3:00 PM, it will be shipped the same day. In most cases you can expect the ordered products the next day.

Pre-transfer

If you choose to pay via advance transfer, you will receive an email with the packing slip of the order after the successful order. Attached to this email is the Iban number of Nonvisiongames to which the amount due must be transferred. The shipping costs within the Netherlands are 5.85 euros. After receiving your payment, the next opportunity will be used to offer your ordered items to the carrier. In most cases, the ordered items can be expected the next day after receipt of the Track & Trace information.

Klarna (Instant payment)

For a detailed answer to this question, I would like to refer to the link below. This link leads to Klarna's official website:

<https://www.klarna.com/en/smooth/>

Klarna (Pay afterwards)

For a detailed answer to this question I would like to refer to the following link. This link leads to Klarna's official website:

<https://www.klarna.com/nl/customerservice/what-is-pay-later-pay-after-pay/>

Click & Collect

It is possible to pick up your order using a Click & Collect appointment. Choose the 'pick up'

option while filling in your details. The shipping costs will then not be included.

NB! Retro-kingdom.nl is located in a family home and is run from home. This is why it is not possible to come by without an appointment, just like at a physical store. When I receive a Click & Collect order I make sure that I am at home and can receive you. Making an appointment prevents any disappointments. You may be refused entry if you come by unannounced.

Note: Our address can be found in the Website Footer: [Contact Details](#).

Postage costs

All shipping costs within the Netherlands are 5.85 euros. All shipments to Belgium, Germany & Switzerland are 10.00 euros. These amounts are in addition to the costs of the products ordered. The shipping costs of Digital Gift Cards are completely free.

Warranty (online purchases)

In the event of defects in a delivered product, I use the standard warranty period of 12 months. In the event of a defect, you have the choice to have the product exchanged for the same product (provided I have it in stock). On the other hand, I can refund the full purchase amount + shipping costs to you.

If you have received a defective product, please contact me via one of the options offered in the footer and we can discuss the options.

User damage and damage due to improper use (such as water damage, fall and impact damage, breakage damage or damage due to rough use) are not covered by the warranty.

Account & Loyalty points system

Since 7/31/2021 it is possible to have your data saved for a possible next order when you check out your order. This saved data is merged into your personal account. The data of your personal account is stored on the secure servers of CCV Shop and will not be provided to third parties.

A Loyalty Points System has been activated together with this Account System. This Loyalty Points System offers the opportunity to earn Loyalty Points, RetroCoins, which can be redeemed for a discount on a subsequent purchase. These RetroCoins will be credited to your account immediately after we have received your order. These RetroCoins have nothing like the Digital Gift Card a limited lifespan although the discount they give is lower.

It is also possible to earn RetroCoins when you post a review on our website. This can be done through our customer reviews page and will earn you 5 RetroCoins, provided you are logged in.

I am sorry to inform you that I have a few rules regarding this new Account & Loyalty Points system, to prevent abuse, namely:

1. When you post a review, please do so with your own name, this prevents confusion in the system and that reviews are rejected and RetroCoins are unjustly removed.
2. When multiple reviews are posted in a row with all the same names or names that differ from each other, the reviews will be rejected and the account in question will be stripped of the collected RetroCoins. Example: 5 reviews = 25 RetroCoins, result: 25 RetroCoins will be removed. If this is not possible, an alternative solution will be sought. The point below belongs to one of these solutions. Please keep it to 1 review per order.
3. If the abuse of the Account & Loyalty Points system continues, accounts may be temporarily or permanently deactivated. When this happens it is no longer possible to earn RetroCoins.

Digital Gift Cards

It is possible to buy digital gift cards which can be used at Retro-kingdom.nl. These digital gift cards give a certain amount of discount on the various products. After ordering a digital gift card, I need a maximum of 24 hours to process and send your order. The shipping costs of a digital gift card are 0.00 euros and will be sent to the specified e-mail address. Digital gift cards remain valid for 3 years.

Product prices

Once a purchase agreement has been concluded, the agreed price is binding, sometimes a price can subsequently rise or fall. Unfortunately, I cannot change prices afterwards.

Dispatch

Orders, placed and paid for, are usually shipped the same day. The condition for the same day shipment is that the order is placed on a working day before 3:00 PM. If the order is placed after 3:00 PM, your order will be shipped the next day. In the case of a Friday afternoon order or a weekend order, your ordered products will be shipped the Monday after the weekend. Retro-kingdom.nl strives to ship orders as soon as possible. However, due to unforeseen circumstances this may take longer. Our shipping party normally delivers the next day, however in a few cases there may be a delay, unfortunately I have no influence on this. Unfortunately, I cannot reimburse lost shipments caused by incorrectly specified address details, so always check your address details carefully.