ABOUT US
OASI GIFT SHOP is dedicated to your total satisfaction. If you have any suggestions or comments please send an email to INFO@OASIGIFTSHOP.COM or use the Contact Form on the CONTACT page.

MAKING A PURCHASE
Making a purchase is easy. Just browse through the merchandise and add the items you wish to buy into the shopping cart. At any time you can view or edit the content of your shopping cart by clicking the 'TO CART' button in the upper right corner. After you finished your selection, click on 'TO CART' and you will be asked for a few details that we need to be able to complete the order.

As soon as we have received your order we will send you an order confirmation. We will notify acceptance of your order, thus a contract between us, when we send you an invoice. We have included this term to protect us in case we are no longer able to supply a particular product for some reason or a mistake has been made in pricing. If the goods you have ordered are not available we will inform you as soon as possible by phone or email.

We accept credit card payment via PayPal. If you are purchasing from a non-EU country your credit card company will convert the amount to your local currency.

BACK ORDERS
If your item is not in stock, we will back the order for you. You will be e-mailed with the option to cancel your order if you prefer not to wait.

DELIVERY SCHEDULE
We aim to dispatch and deliver orders within 24 hours, but please allow up to 5 business days. Orders are shipped using TNT Post Basic with a Track & Trace code. International orders are generally received in less than 8 business days. While every effort is made to deliver within the specified period, we shall not be liable to any person for loss or damage which may arise from not receiving the order on time.

TAX CHARGES
For orders made within the Netherlands or the European Union, 21% VAT is added. All other orders are VAT- free.

GUARANTEE
We guarantee your satisfaction. All of our products come with a 14 days no quibble guarantee.

RETURNS POLICY
OASI GIFT SHOP will refund or exchange any merchandise which is returned in perfect condition and in original packaging within 14 days from the date of purchase. Merchandise that was received damaged may also be returned within 14 days from the date of purchase. The original invoice or a copy of the original invoice that came with your order is required for all refunds and exchanges.

HOW TO RETURN GIFT ITEMS
We hope you are be delighted with your purchase, but should you wish to return the merchandise, indicate your reason for return on the invoice. Include the invoice with the merchandise, and wrap everything securely. If you have lost your invoice, please write your order number included in the order confirmation email message we sent you on a separate piece of paper. Ship the merchandise to the following address:

OASI GIFT SHOP
P.O. BOX 76904
1070 KE AMSTERDAM
THE NETHERLANDS

REFUND INFORMATION
All refunds will be issued within 30 days of return receipt. OASI GIFT SHOP will confirm the refund date and the amount via e-mail. Please note that shipping and handling costs will not be refunded, unless the return is due to an order error on our part. If you have any additional questions about this policy, please contact us at the address above.

CUSTOMS AND IMPORT DUTY INFORMATION
We are able to ship the advertised items to international addresses. Additionally, there is a likelihood that your packages will be subject to customs fees and import duties of your destination country. You may be subject to import duties and taxes, which are levied once the package reaches your country. Additional charges for customs clearance must be borne by you. Customs policies vary widely from country to country; you should contact your local customs office for further information. Customs forms for all international packages list the value of your order's contents by product type. If the order is a gift, the package is marked "Gift," but the cost of the items is still stated on the customs form.

Additionally, when ordering from WWW.OASIGIFTSHOP.COM you are considered the importer of goods and must comply with all laws and regulations of the country in which you are receiving the goods.

TERMS & CONDITIONS
By confirming your order you accept the following Terms and Conditions:
1. The user may carefully read all the information on products as provided in relevant sections. Promotional terms only apply in the period stated for the promotion. Charges for delivery are not included in the stated product price - see Delivery for details of applicable charges.
2. All goods are subject to availability. Since most products are hand-crafted or handmade, there may be a slight discrepancy between the pictures shown and the respective product.
3. Goods exported outside the European Union (EU) do not carry any purchase tax (See Customs and Import Duties Information). Goods sold inside the EU include VAT at the appropriate rate.
4. No warranties or representations are made about any goods other than as expressly contained in this Website. To the extent permissible by law all implied terms, whether by statute or otherwise, are excluded.
5. OASI GIFT SHOP's liability for any loss or any damages whatsoever including, without limiting, any indirect, special, incidental, consequential or other damages that

result from the use of or inability to use the goods purchased via this website, or from the transaction itself, are hereby excluded. Any loss or damage arising directly from the negligence of OASI GIFT SHOP will be limited to a refund of the value of the goods purchased, together with any delivery charges paid.
6. While all reasonable care is taken to protect the confidentiality of your personal data, OASI GIFT SHOP cannot be liable if, through no fault of its own, these details are intercepted by and used by third parties.
7. Dutch law applies to this contract. Your statutory rights are not affected.

PRIVACY POLICY
OASI GIFT SHOP does not disclose buyers' information to third parties other than when order details are processed as part of the order completion. In this case, the third party will not disclose any of the details to any other third party. Cookies are used on this shopping site to keep track of the contents of your shopping cart and to store your details if you select the 'Remember my details' Option. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies. Data collected by this site is used to: a. Take and complete customer orders; b. Administer and enhance the site and service; c. Only disclose information to third-parties for goods delivery purposes.

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CONTACT US
If you need to reach us please send an email to INFO@OASIGIFTSHOP.COM or use the ‘Contact Form’ on the CONTACT page. Alternatively, you can call us at 0031 207701969 or 0031 651313888.

OUR CONTACT DETAILS
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IBAN/BANK: NL29RABO0131781987 / BIC NL2U / VAT Registration: NL143354760B02 / Chamber of Commerce: 52800814

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