



# Congratulations on your dream bed!

You've found your dream bed. Based on your personal wishes and preferences, your dream bed has been put together. Very soon, you'll enjoy wonderfully personal sleep comfort! In the meantime, we'll keep you updated about your order via email.

To ensure your delivery goes smoothly, we kindly ask you to read through the terms in this document carefully.



## Delivery time and shipping

The estimated delivery week stated on your order confirmation indicates when we expect to deliver your order to your home. We will inform you of the final delivery date in advance. Two days before your scheduled delivery, you will receive a time window by email and/or SMS.



## Important to know!

- ◆ Can't be home or nearby on the scheduled delivery day? Please let us know using the contact form on our website. We kindly ask you to notify us as soon as possible, but no later than 3 working days in advance. Otherwise, we will unfortunately have to charge a € 75,- fee.
- ◆ We offer the option to take back and dispose of your old mattress(es). For more information, please ask about the applicable conditions. We do not dispose of other items unless agreed upon at the time of purchase.
- ◆ Have you chosen an electrically adjustable bed? Please note that you may need extension cords to connect the motors.
- ◆ Make sure your bedroom is ready for your new bed. For example, have you thought about using a mattress protector to extend the lifespan of your topper or mattress? Your new bed may also have different dimensions than your current one, which means you may need bed linen in a different size.

Not sure if your new bed will fit through the staircase? Visit:

[SwissSense.nl/klantenservice/bezorging](https://www.swiss-sense.nl/klantenservice/bezorging)



## Payment

At the time of purchase, we require a deposit of at least 50%. The remaining amount can be paid in two ways: via bank transfer in advance or by debit card upon delivery.

### *Bank transfer in advance*

Would you like to transfer the remaining amount before delivery? You can transfer the outstanding amount up to five business days before the scheduled delivery date. After this period, advance payment is unfortunately no longer possible, as we won't be able to process your payment in time. You can transfer the amount to IBAN: NL64 INGB 0114 323 941 Please include your order number, preceded by the word ORDER, in the payment reference.

### *By debit card upon delivery*

You can also pay the remaining amount directly to our delivery team. This can be done by debit card or cash. Please note: we do not accept credit card payments. Planning to pay by debit card? Be sure to check your daily limit with your bank in advance to ensure it covers the order total. If you are unable to pay the outstanding amount upon delivery, we will unfortunately be forced to take the goods back to our warehouse.



### Warranty and Certificates



Your purchase from Swiss Sense comes with a number of guarantees. Our warranty policy is based on the terms set out by the Centrale Branchevereniging Wonen (CBW). These terms are included later in this document, or you can view them online at: [SwissSense.nl/klantenservice](https://SwissSense.nl/klantenservice). In addition to these guarantees, our products are also certified by independent external parties.

More information about these certificates can be found at:  
[SwissSense.nl/keurmerken](https://SwissSense.nl/keurmerken)



### Changing your order

Would you like to make a change to your order? You can do so free of charge within two days after placing your order. Please note: if you request changes after this period, we are required to charge additional fees. To modify your order, contact the store where the order was placed or call: 085 0687 500

More information about changing your order can be found at:  
[SwissSense.nl/klantenservice/bestelling](https://SwissSense.nl/klantenservice/bestelling)



### Exchange Guarantee

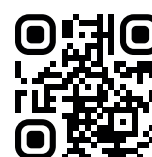
Want to know more about our exchange guarantee? Visit:  
[SwissSense.nl/klantenservice/90-dagen-omruilgarantie](https://SwissSense.nl/klantenservice/90-dagen-omruilgarantie)



### Customer Service

We do everything we can to ensure you enjoy a worry-free night's sleep. Even before and after delivery, we're here to help with any questions or comments. You can reach us via the contact form on our website, or by phone at 085 0687 777. Check our current opening hours via the link below.

Questions? Visit our customer service page:  
[SwissSense.nl/klantenservice](https://SwissSense.nl/klantenservice)





# General Terms & Conditions of Sale

## Swiss Sense B.V.

These general terms and conditions apply to all purchases made on or after January 1st, 2024.

### Company details

Swiss Sense B.V. (Hoofdkantoor)  
Jagersveld 15  
5405 BW UDEN  
NEDERLAND

Chamber of Commerce (KvK) number: 17165620  
VAT identification number: NL818745460B01  
IBAN: NL64 INGB 0114 323 941

### 1. Applicability of General Terms and Conditions of Sale

Swiss Sense is a member of the Centrale Branchevereniging Wonen (CBW). This means that the CBW terms and conditions apply to your purchase at Swiss Sense. These General Terms and Conditions of Sale serve as a supplement to the CBW conditions.

You can find the CBW terms here:

[SwissSense.nl/klantenservice/  
cbw-keurmerk](https://www.swiss-sense.nl/klantenservice/cbw-keurmerk)



These General Terms and Conditions of Sale apply to all purchases made in one of our Swiss Sense stores in the Netherlands. If you make a purchase online, the online terms and conditions apply. In case of any inconsistency between these terms and the CBW terms, the CBW terms shall prevail.

### 2. Prices

All prices shown on our website and in our stores are in EUROS, including applicable VAT.

### 3. Delivery and Assembly

We deliver and assemble in the Netherlands, Belgium, and Germany. With the exception of Texel, we do not offer assembly services on the Wadden Islands.

Showroom models are not eligible for delivery or assembly. A showroom model is a product that has been used in-store for display or demonstration purposes. After purchasing a showroom model, you are required to collect the product from the store within 5 days, unless a different arrangement was made at the time of purchase. You are responsible for disassembling, packaging, and loading the showroom product into your vehicle. For safety reasons, our store employees are not permitted to assist you with this.

All our products comply with the NEN standard, a European standard that defines measurement methods and acceptable dimensional tolerances. Small differences in size may occur between the box spring, mattress, and topper, even if they were ordered in the same width and length. These variations may result from the production method, materials used, or rounding of measurements. These possible differences fall within the permitted NEN standard deviation of  $\pm 2$  cm.

#### 4. Delivery Costs

All orders with a total value of €35,- or more are delivered free of charge. For orders under €35,- a €4,95 delivery fee applies, unless these costs are included in a promotional offer. Delivery charges are listed separately on the order confirmation.

#### 5. Retention of Ownership

Swiss Sense retains ownership of all goods delivered until the buyer has fulfilled all of their payment obligations (including any related collection costs and interest) in full.

#### 6. Returning Bedding Items

Bedding purchased in a Swiss Sense store may be returned within 14 days of receipt.

Please note: returns are only accepted if the products are unused, undamaged, and returned in their original packaging. Due to hygiene regulations, products that have been slept on cannot be returned.

Would you like to return (part of) your purchase? Check the available options at [SwissSense.nl/klantenservice/retourneren](https://www.swiss-sense.nl/klantenservice/retourneren) or scan the QR code.



If your return is processed correctly, we will refund the amount to your account within 10 business days.

The refund will only be issued once the product has been received by Swiss Sense, or if proof of return has been provided.

Note: Did you pay in cash (in-store)?

Please send us your IBAN via [contact@swiss-sense.nl](mailto:contact@swiss-sense.nl) and include your order number.

#### 7. Maintenance

Taking good care of your new bed, mattress or topper means you'll enjoy it for even longer. Read our maintenance tips to help extend its lifespan.

You can find them at:

[Swiss-sense.nl/onderhoudsadvies](https://www.swiss-sense.nl/onderhoudsadvies)



#### 8. Complaints

If you have a complaint, please contact our Customer Service department.

This can be done via:

[Swiss-sense.nl/klantenservice/garantie-klacht](https://www.swiss-sense.nl/klantenservice/garantie-klacht)



We will do our best to resolve the issue to your satisfaction. For dispute resolution, please refer to Article 20 of the CBW terms and conditions.

#### 9. Warranty

In some cases, we offer more extensive warranty coverage than the legal warranty described in the CBW terms and conditions.

You can find more information about this on our website:

[Swiss-sense.nl/klantenservice/algemene-voorwaarden#toepasselijkheid-garantievoorwaarden-swiss-sense](https://www.swiss-sense.nl/klantenservice/algemene-voorwaarden#toepasselijkheid-garantievoorwaarden-swiss-sense)

