

General Terms and Conditions Tessaki

Applicability

These general terms and conditions apply to all offers, orders and agreements from Tessaki.

Orders

- a. Orders can be placed online via the website and via Instagram.
- b. By placing an order, the customer agrees to these general terms and conditions.

Price and Payment

- a. All prices stated are in euros, including VAT.
- b. Payment must be made via the available electronic payment methods before collection.
- c. In the event of late payment, Tessaki is entitled to charge statutory interest.

Cancellation

- a. Written order cancellation is free of charge until Friday noon.
- b. In case of cancellation after Friday noon, 50% of order will be charged.

Quality and Complaints

- a. Tessaki guarantees the quality of its products.
- b. Complaints about the products delivered must be reported in writing within 24 hours.

Liability

- a. Tessaki is not liable for damage caused by incorrect use of the products.
- b. Tessaki's liability is limited to the order amount.

Personal data

- a. Personal data will be treated confidentially and used for processing orders and communication with the customer only.

Applicable law

Dutch law applies to all agreements between Tessaki and the customer.

Allergies and Dietary Requirements

- a. Customers must clearly state any allergies or dietary requirements when placing the order.
- b. Despite the utmost care that Tessaki takes in preparing dishes, she cannot be held liable for any allergic reactions.
- c. Tessaki cannot guarantee that its dishes are free from traces of allergens.

By placing an order with Tessaki, the customer agrees to these general terms and conditions

