

Terms and conditions

› Sales

All sales are final. We accept no returns and issue no refunds on all our products due to several reasons: proper handling, possible tampering, quality, freshness and liability. We have no way of knowing what someone does with the product once it is out of our hands. Therefore we never accept returns to ensure your safety, and your privilege of getting the freshest product available.

Damage has to be declared to the parcel courier immediately. If the situation requires this we may ask you to take pictures and send them through e-mail. We don't work with a minimum order for domestic nor international orders. We can give however no reductions on shipping cost below 50€.

If you are in anyway unhappy with the quality of a product, please contact us with your concerns. We will be happy to hear from you. In most instances we offer a replacement or credit.

› Prices on our site

All Prices are in € (EUR) and are shown inclusive of VAT on our site.

› Payment

All payments are in € (EUR). We do not accept payments in any other foreign currency. Payment options for domestic and EU-citizens include bank wire transfer (free within the EU) or payment through Paypal = free (See www.paypal.com for more info). Payment options for customers outside the EU are Paypal = free or bank wire transfer (possible costs are for the customer). These methods of payment are 100% reliable and safe. We do not accept credit cards for the moment.

In case the payment is done through Paypal please realise that it is Paypal that is responsible for the exchange rate and that we are not in any way responsible for this.

› VAT

All pricing on the site is including VAT. VAT means Value added tax and is a sales tax used within the EU. Belgian VAT is 6% on food and 21% on supplements, books, dvd' and luxury products.

Who pays VAT?

Belgian private consumers, businesses and EU citizens.

Who does not pay VAT?

Businesses that have a VAT number outside of Belgium.

Businesses outside of EU

Private customers outside the EU.

In case you are not liable for VAT tax then we will deduct 6 or 21% from the goods shown on our site.

› Manufacturer's Warranty

Some products offered by Superfoodcuisine are backed by manufacturer's limited warranties. Any and all warranties for products purchased from Superfoodcuisine are the responsibility of the respective manufacturers. All issues, claims and questions concerning product warranties should be directed to the appropriate manufacturers. No other warranty of any kind, express or implied is made by Superfoodcuisine respecting products offered for sale. Purchasers assume all risk and liability resulting from the use of these products.

›Shipping

You may choose the appropriate rate that applies to you. If you choose "Pickup", Superfoodcuisine will contact you to make arrangements for you to pick up the product(s) at our Wetteren, Location.

We work with tariff scales to keep shipping prices low. From 150€ shipping prices are free within Belgium, Holland and Luxembourg and significantly reduced internationally. With this service we aim to make our products more accessible. Sometimes shipping prices on the box may slightly differ from the shipping price you paid. (this depends on the courier used). By no means it is our goal to make money on shipped items. Due to our tariff scales- shipping does cost us lots of money!

We aim to send all orders within 5 business days after receipt of payment. Some items/orders are particularly heavy or large. Therefore, shipping & handling rates cannot be honored for these items. In these cases Superfoodcuisine will contact you with shipping cost options at which point you can choose the method that suits your needs, prior to processing the order.

›Shipping outside of EU

We welcome orders outside of the EU. Please note that all shipments outside of EU (VAT) territory maybe subject to import duties and/or taxes upon reaching the destination country. It is your responsibility as a buyer to know your local import and customs regulations. Any additional charges are the responsibility of the addressee as Superfoodcuisine has no control over any foreign duty or additional taxes charged. Also, with regards to Customs, many of the food products offered by Superfoodcuisine require substantial processing in order to get clearance into other countries Please note that order shipments returned to Superfoodcuisine due to incomplete/incorrect postal information, failure to pay import taxes or custom duties, or refused entry by customs will incur additional shipping charges and/or restocking and processing fees.

We do not have standard rates for shipping outside of the European Union. We will charge actual UPS shipping rates.

›Pick up

Your order can be picked up at our warehouse - Oosterzelesteenweg 76 - 9230 Wetteren after receipt of payment and after you received an e-mail that your order is ready to be picked up. Under no circumstances can changes be made. Additional products pay be purchased at our shop.

›Your Privacy

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

This site has security measures in place to protect the loss, misuse and alteration of the personal customer identification information and credit card data under our control. All information provided to us by you for your order is kept under lock and key. All employees receive security and privacy training. At no time is our customer information released to anyone, period. We do not rent, sell, or share any personally identifiable information that is collected on our web-site to other parties.

›Disclaimer

The material in this site is provided for educational and informational purposes only, and is not medical advice nor is it intended to be a substitute for consultation by a healthcare provider or certified nutritionists. Please consult your own physician or appropriate healthcare provider about the applicability of any opinions or recommendations with respect to your own symptoms, medical conditions and dietary needs.(We do hope your health care provider knows about the importance of healthy foods and the impact food has on our bodies as-well as experience with treating candida and immune related problems.) The owner(s) of Superfoodcuisine or any her employees or assistants are not in any way liable for misunderstandings that followed out of information on this site. The costumer accepts full responsibility for him or herself.

› Links to other web-sites

The web-sites which are linked to the Superfoodcuisine web-site are not affiliated in any manner with Superfoodcuisine.

› Copyright

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› How to contact us:

The best and most efficient way to contact us is through e-mail. You can also fax at +32 9 366.11.53. We will get back to you asap. We do not give any medical advice nor in e-mail nor in fax messages.