

Terms & Conditions

1. General Information

These Terms & Conditions apply to all purchases made on Once Upon a Sip, operated by Natascha De Ruyck, located in Nukkerwijkstraat 38, 8450 Bredene, Belgium.

VAT number: BE1027031050

Contact: info@onceuponasip.be

By placing an order, you agree to these Terms & Conditions.

2. Products & Availability

- All items are carefully curated. New and also secondhand, vintage, or upcycled. This means they are often one of a kind.
- While we do our best to describe and photograph items accurately, please note that slight variations or minor signs of previous life may occur.
- The warranty period of second hand items is for the duration of one year.
- If an item is out of stock after your order, you will be informed and refunded promptly.

3. Pricing & Payment

- All prices are listed in euros (€) and VAT not applicable.
- Payment must be completed before shipping.
- Accepted payment methods: Bancontact and iDEAL

4. Shipping & Delivery

- We usually ship faster, but allow up to 5 business days.
- Shipping costs are calculated at checkout and depend on the destination and size of the parcel.
- Once your package is handed over to the postal service, delivery times may vary. We are not liable for postal delays, but we will gladly assist if something goes wrong.

5. Returns & Right of Withdrawal

- As a consumer in the European Union, you have the right to cancel your order within 14 days of receiving it, without giving any reason.

- To exercise this right, please contact us at info@onceuponasip.be. Please state your order number. In addition to contacting us directly, you may use the Standard EU withdrawal form. As a business we are obliged to offer you the document, which you can find below, but is not an obligation for you. You can find this form on the website.
- Returns are accepted within 14 days after notifying us of the withdrawal, provided the item is returned in its original condition. Returns are always at the buyer's risk and cost. The buyer is responsible for proper packaging and sufficient postage. We are not liable for loss or damage during return shipping and strongly recommend using a trackable shipping method. Returns must be shipped using the same carrier that was selected at the time of the original order. We can not accept returns through other carriers. Items must be unused, unworn, and returned in their original condition. If there are signs of wear, cut pricetags or labels, odors, stains, hairs, or any other evidence of use, the refund will be refused. Collectibles must remain sealed and in their original packaging. If seals are broken or packaging is damaged, the refund will be refused. Refunds are only issued after receipt and inspection of the returned item. If the item does not meet the conditions above, we reserve the right to refuse the refund entirely.
- The right of withdrawal does not apply to:
 - Custom-made or personalized items
 - Items that cannot be returned for hygiene reasons (e.g. earrings)

6. Liability

- We are not responsible for damage or misuse of products after delivery.
- Please handle vintage and secondhand items with care, as they may be more delicate than new products.

7. Privacy

- Your personal data will only be used to process your order and provide customer service.
- We will never sell or share your information with third parties, except when necessary for payment or shipping.

8. Applicable Law

These Terms & Conditions are governed by Belgian law. In case of dispute, Belgian courts will have jurisdiction.