

Terms and Conditions

1 About us

1.1 “Digipak i-create” is a registered trademark of the company AGI Media. At AGI Media, customer satisfaction is paramount. If you have any comments about our product or services please email us at info@digipakicreate.com.

1.2 Digipak i-create is managed from AGI Van de Steeg, Lenteweg 8, 7500 AC, Enschede, The Netherlands. General telephone no.: +31.534608888. AGI Van de Steeg is registered at the Dutch Chamber of Commerce under 34002886. AGI Van de Steeg’s VAT Number is: NL809359017B04.

For refunds, complaints and returns we would like to refer you to section 9, 10 en 11.

1.2 Our business policy is to notify you of our terms and conditions via our Terms and Conditions internet page. You agree when you place an order with us that you are deemed to have accepted all our terms and conditions absolutely as stated at the time of placing the order. We reserve the right to change our terms and conditions from time to time in the future without individually notifying you of each change. You must check our current terms and conditions before placing an order. This does not affect your statutory rights.

2 Purchasing our products or services

2.1 AGI Media are only able to process orders for Digipak i-create services and products via the payment arrangements on this website.

If you would like to order quantities above 20 Digipak i-create sets, please give us a ring at +31 (53) 460 8888.

2.2 All prices on this site exclude VAT, where appropriate. Delivery costs are included in the price of our products or services only when this is stated.

2.3 Credit or debit card orders for products and services from AGI Media are processed and contained on secure servers. When you place an order, AGI Media receives a security check report from their partner. This indicates whether or not the Cardholders address matches the delivery address and whether the card security code matches. It is your responsibility to ensure that the address you supply is the same as the Cardholders address. If these do not match we reserve the right not to process your order or refund your payment.

Purchasing Digipak i-create

2.4 To order Digipak i-create direct from this website click our "Order now" button and follow the ordering instructions. When your order is received by

us, you will be sent an email confirming we have received your order. We will contact you by email if there are any queries with your order.

2.5 For customers purchasing Digipak i-create you agree that the contract between AGI Media and yourself comes into force when we accept the order.

3 Delivery of Digipak i-create

3.1 AGI Media aims to deliver all products within 21 days, but cannot be held responsible for delays outside of AGI Media's control.

3.2 You agree you are responsible for ensuring the correct delivery address is submitted to us when you send your order for Digipak i-create. Incorrect personal information may lead to delays in delivery or delivery to an incorrect address for which you agree AGI Media cannot accept responsibility.

4 Security

4.1 Our policy is to use secure servers for all credit and debit card transactions. We accept Visa, Mastercard and Paypal.

4.2 While our payment partners endeavour to use encrypted security software for all orders as appropriate, you agree that the security of all information and payments you send with your order cannot be guaranteed by AGI Media and all losses sustained or incurred by you when you transmit these details to this internet site shall be borne solely by you and under no circumstances whatsoever shall the whole or any part of such losses be borne by AGI Media or the partners, employees or any representative of AGI Media.

5 Disclaimer

5.1 We endeavour to ensure that all information contained on this internet site is correct, but we cannot be held responsible for its accuracy nor do we offer any guarantees on the accuracy of this internet site. You agree you are responsible for ensuring that you check all the details of the order you place with us, prior to placing that order. We reserve the right to, in the future, change prices, products and availability from time to time without individually giving notice to you and it is your responsibility to check all information, including the Terms and Conditions, pertaining to your order at the time it is placed.

5.2 You agree you are responsible for ensuring no orders are sent to this site by persons under the age of 18.

5.3 You agree you are responsible for ensuring the funds you send to make purchases through this internet site belong to you.

5.4 We endeavour to ensure this internet site is operational at all times, but you agree that we do not offer any guarantees on its availability nor do we accept any responsibility under any circumstances for any disruption or problems you may encounter when you use this internet site

5.5 You agree it is your responsibility to ensure the email address you send us is correct as all order confirmations shall be sent to that address.

5.6 You agree that AGI Media's total liability to you for any claim under any circumstances shall not exceed the price of the product or services supplied by us to you. You agree that AGI Media shall not be responsible for any consequential loss incurred by you arising from a breach of duty in contract or in any other way whatsoever. You agree that AGI Media, the partners, employees or any other representatives of AGI Media shall not be liable for any damages whatsoever arising from or in connection with any use of this internet site or use of the information, products or services contained on this internet site.

5.7 You agree you are responsible for ensuring the products and services you purchase from this internet site operate correctly and are used as intended. You agree that all risk from the use of any products and services supplied by AGI Media to you shall be your sole responsibility.

5.8 The products on this internet site are not intended for use by children under 36 months due to the choking hazard of small parts. Following acceptance of any products you order from this internet site, you agree you are solely responsible for ensuring they are not used by any young children. You agree AGI Media, the partners, employees or any other representatives of AGI Media cannot accept any responsibility or liability under any circumstances for their products which have been sold to you and are subsequently used by children of age below the recommended limit.

5.9 Where the terms & conditions as stated in this document differ from, or conflict with our standard terms & conditions, the standard terms and conditions as used by AGI Media will be maintained when necessary.

6 Privacy policy

6.1 At AGI Media we are committed to protecting your privacy and we comply with the data protection laws for the Netherlands.

6.2 . Information we collect about you includes your name, address, email address, telephone number and payment details. We collect information from you for the purpose of processing your order. We will not use this information for other purposes unless you have given us permission to do so

7 Copyright and design right

7.1 The contents of this internet site and the pictures, designs and layout are the property of AGI Media. All rights to these items are reserved. The

design of the objects depicted including the figure of eight track is the design right of AGI Media, all rights reserved. No permission is given to copy, reproduce, alter, combine with other material, or publish any items depicted on this web-site unless permission has specifically been granted by one of the partners of AGI Media. However, permission is granted to any one person to print one copy of each web-page for their own use as a reference, as long as this copy is not used for any activities detailed previously in this paragraph.

8 Trademarks

8.1 Digipak i-create is a registered trademark and is the property of AGI Media. No permission is given to use this trademark or copy the product in any promotion, publication, design, or in any other way, unless authorised directly by AGI Media.

9 Returns policy

9.1 Should you wish to return to us goods you have ordered, you shall be responsible for ensuring they are returned within 9 days of the day you receive them to Sales Returns, Digipak i-create, Postbus 110, 7500 AC Enschede, The Netherlands. You agree you are responsible for the goods until they reach us. Provided the goods are returned in their original condition, we agree we shall refund you the money you have paid for the goods. If you are returning the goods due to a fault which you believe to be ours, please make this clear. We will assess the goods on receipt and where we accept we are at fault, we agree we will refund to you the cost of the return postage to a maximum of 6 (six) Euros. We will also offer you your choice of a refund of the value of the product you have returned or ship you a replacement. If there is no fault with the goods and you simply find it necessary to return them, you agree the cost of the return postage shall be borne by you. We reserve the right to deduct our original cost of posting the goods to you (approximately €6 for the Netherlands and Eurozone, or €10 for Asia and the USA), from the total amount refunded to you.

10 Refunds

Refunds shall be made via the original method of transaction.

11 Complaints policy

11.1 At AGI Media we listen to any complaints made by our customers about our products or services. Where you feel the need to complain about any of our products or services, please email us at info@digipakicreate.com or write to us at AGI Media, Postbus 110, 7500 AC Enschede, The Netherlands. We endeavour to assess your complaint within 30 days and shall notify you of the outcome. Please refer to our returns procedure detailed in paragraph 10 for the return of faulty goods and our delivery schedules in paragraph