HEAVENSHOP1

Terms of Sale

Version of 27 November 2026

These Terms of Sale apply to every order you place with Heaven Books. They explain how buying from us works, what happens with delivery, and your rights if you want to cancel, return a book or if something goes wrong. Please read them before you order.

1. Who We Are

Heaven Books is the online bookstore of Heavenshop1, a registered business in the Netherlands.

- Company name: Heavenshop1
- Brand name: Heaven Books
- Address: Vijfhagen 225, 4812 XT, Breda, The Netherlands
- KVK number: 85589527
- VAT number: NL004116940B61
- Email: heavenshopone@gmail.com

2. Prices

All prices are in euros (EUR).

For deliveries within the European Union, our prices include VAT. For deliveries outside the European Union, we do not charge EU VAT. Your country may charge import duties, taxes or handling fees when the parcel arrives. These charges are not included in our prices and are paid by you, usually to the delivery company on delivery.

Delivery costs depend on the weight of your order and the country you are sending it to. You will see the exact delivery cost and the total price before you place your order.

3. Ordering and Payment

You can shop as a guest or with an account. When you click Order and pay, you are making an order that you need to pay for.

Payments are handled securely by our payment provider Mollie. You can see the available payment methods at checkout.

Your books are reserved for you for 30 minutes while you complete your payment. If a payment is not completed, the order is cancelled automatically after 2 days.

The agreement between you and us is made when your payment is received and we send you an order confirmation by email. With that email you also receive your invoice.

If we cannot deliver a book you ordered, for example because it is unexpectedly out of stock, we will let you know as soon as possible and refund you for that book.

4. Delivery

We ship from the Netherlands to many countries around the world. The countries we currently deliver to, the delivery options and the expected delivery times are shown at checkout.

Delivery times are estimates. If your order has not arrived within 30 days, or within a longer period we agreed with you, you may cancel the order and we will refund what you paid.

When your order is shipped, we send you an email with the delivery company and tracking details.

The books remain our responsibility until they are delivered to you. If a parcel is lost or damaged on the way, please contact us and we will sort it out.

5. Cancelling Before We Ship

Changed your mind before your order leaves us? You can cancel it from your order page, or contact us. If we have not packed your order yet, it is cancelled straight away. If it is already being prepared, we will confirm your cancellation by email. In both cases you get a full refund.

6. Your 14-Day Right of Withdrawal

As a consumer, you have the right to cancel your purchase within 14 days without giving any reason. These 14 days start on the day you, or someone you name, receive the books. If an order arrives in several parcels, the 14 days start when you receive the last one.

To use this right, let us know clearly within the 14 days. You can request a return from your order page in your account, send us an email at heavenshopone@gmail.com, or use the model withdrawal form at the end of these terms. You do not have to use the form.

7. Returning Your Books

Please send the books back to us within 14 days after you told us you want to cancel. Send them to: Heavenshop1, Vijfhagen 225, 4812 XT, Breda, The Netherlands.

You pay the cost of sending the books back to us. We recommend using a tracked service and keeping your proof of postage.

We understand that you want to look at a book before deciding to keep it, just as you would in a bookshop. Please handle the books carefully and return them unread and in the same condition you received them. If a book shows signs of reading, use or damage beyond what is needed to look at it, we may reduce your refund to cover the loss in value.

8. Refunds

When you cancel within the 14 days, we refund the price of the books and the standard delivery cost you paid for them. If you chose a more expensive delivery option, we only refund the cost of standard delivery.

We refund you within 14 days of receiving your cancellation. We may wait until we have received the books back, or until you have shown us proof that you sent them, whichever comes first.

We refund you using the same payment method you used for your order, unless you agree to something else. You do not pay any fees for the refund.

9. Books That Cannot Be Returned

The right of withdrawal does not apply to books that are personalised or signed specially for you at your request, because they are made to your wishes.

10. Damaged, Faulty or Wrong Books

Did you receive a damaged or faulty book, or a different book from the one you ordered? We are sorry about that. Please contact us as soon as possible after you notice it and send us a photo of the book and the packaging.

We will then send you a replacement or give you a refund, whichever you prefer. In this case, we pay the cost of sending the book back.

11. Legal Guarantee

Every book you buy from us comes with the legal guarantee that applies under Dutch and European consumer law. This means the books must match their description and be in good condition. These terms never limit those rights.

12. Complaints

If you are not happy with something, please contact us at heavenshopone@gmail.com. Tell us your order number and what went wrong. We aim to reply within 14 days and will do our best to find a fair solution.

If we cannot solve the problem together, you can contact the European Consumer Centre in your country for free advice, or take the matter to a competent court.

13. Applicable Law

These Terms of Sale are governed by Dutch law.

If you live outside the Netherlands, you keep the protection of the mandatory consumer laws of the country where you live.

14. Model Withdrawal Form

Complete and return this form only if you want to cancel your purchase.

To: Heavenshop1 (Heaven Books), Vijfhagen 225, 4812 XT, Breda, The Netherlands, heavenshopone@gmail.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*):

- Ordered on (*) / received on (*):
- Order number:
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only if this form is sent on paper):
- Date:

(*) Delete as appropriate.

Thank you for shopping with Heaven Books.