

# Rêvelance

## TERMS AND CONDITIONS

(December 10, 2021)

Rêvelance is a Vienna-based Vintage Clothing Online Shop. Austrian law applies whenever possible. We do not sell on site in Vienna. Pick-ups are possible on appointment only.

All prices in €. Shipping costs are added to item prices. VAT is not collected due to small business regulation (Kleinunternehmer-Regelung gem. § 6 Abs. 1 Z 27 UStG).

If you have questions that are not clarified in the following terms and conditions, our privacy policy, declaration of revocation or imprint, please contact us via email at [office@revelance.eu](mailto:office@revelance.eu)

### AGE RESTRICTION

All of our content is aimed exclusively at people of legal age. If you are under 18 years old, you can only shop online with consent of your legal representatives (usually both parents).

### SELECTION

Every authentic vintage garment is unique, some are rare or even one of a kind. Each of our garments is only available once.

We sell only authentic Vintage Clothing (which is at least 20 years old), authentic y2k items (from the late 90s – early 2000s) and contemporary Preloved Clothes. We label them as what they are. These are not new items of clothing, the reason why they are the most sustainable option to wear: There's no need of new resources to produce them.

Almost all of our items are used and have been worn before. We clean or wash all items thoroughly as appropriate for their material composition. Due to the current world health situation we generally recommend to clean or wash all newly purchased items again before wearing them. If you are allergic to nickel, we don't recommend you to buy items with metal components.

### CONDITION

If you're not new to the Vintage hunt, you already know that it's hard to find authentic Vintage clothes in Mint Condition. Please keep in mind that most Vintage items and Secondhand Clothes are preloved and thus may appear slightly worn. Some may carry minor and barely noticeable flaws. We inspect all of our clothes thoroughly and mention every flaw to the best of our conscience in the items description or show them in pictures. Our categories to describe the Condition of Vintage Goods:

- Mint Vintage Condition, NO signs of wear
- Excellent Vintage Condition, preloved, may show slight signs of wear, but no noticeable flaws
- Good Vintage Condition, preloved with minor flaws as visible in pictures or mentioned in the description
- Fair Preloved Condition, with flaws mentioned in the items description

### SIZES & DESCRIPTIONS

We provide detailed descriptions so that you can get a good idea of each item before you order. We list the shade of colour, the type of pattern, the type of fabric, and additional information such as the brand, where the garment was made and the material composition, if stated in the tags.

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Sizes of Vintage Clothes differ from contemporary ones. We provide a contemporary size equivalent and you find exact measurements of most items in their description. Please compare these measurements to a similar item of your own to make sure that the item will fit. The less returns, the better for the environment. We try hard to keep our ecological footprint as small as possible.

## CARE INSTRUCTIONS

Please always follow the care instructions of your item. If there is no care tag (what's quite common with Vintage clothes) we recommend to only hand-wash Vintage clothes with a mild detergent suitable for it's material at a low temperature (max. 30 degrees). Usually you can also put them in a laundry bag (to protect delicate clothes in the wash) and wash them at low temperatures and low spin tours in a washing machine. However, we are not liable if your item gets any harm in the washing machine. Let knitwear air-dry flat, especially those which contain wool, to keep their shape. We also recommend to let jeans and items with elasticated waistband, and items made of fabrics with elastane air-dry, since the stretch-effect usually will be weakened and your items can loose their shape if you put them in the dryer at hot temperatures.

## TERMS OF PAYMENT

You can currently pay via PayPal or Stripe in our Online Shop. Stripe makes it very easy to pay for your purchase via debit card and credit card. If you do not want to use these payment options, please contact us. We will find another solution for you.

We only accept payments in €. It is possible that PayPal and Stripe charge additional fees for currency conversion.

## ORDERING PROCESS & CONTRACT

To order goods, put the desired items in the shopping cart and then go to checkout. Now fill out the order form.

If, after submitting your order, you notice that you made a mistake when entering your data, especially the delivery address, please contact us immediately by email at [office@revelance.eu](mailto:office@revelance.eu). Once we have created your shipping label changes are not possible anymore. In this case we would have to charge you the shipping fee again to create a new shipping label with the right delivery adress. We are not liable for parcels that are not delivered due to incorrect or inaccurate delivery address information.

By using the BUY button, you agree to our terms and submit your contract declaration. You will then receive a confirmation by email. This confirms that we have received your order. A contract is only concluded when we accept your order. You will then receive another email to confirm. In very rare cases it may happen that an ordered article is no longer available. In this case we will let you know and refund you the entire amount paid. If this happens to only a part of your order of two or more items, we will be happy to accept your order for the items that are still available.

As soon as we have received your payment, your package will be ready for dispatch within three working days – usually even faster.

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## DELIVERY & SHIPPING COSTS

Currently we only ship within the EU. We ship to all areas belonging to the customs and tax area of the EU. We ship with the Austrian Post ([post.at](https://post.at)) and always including Track & Trace.

Your tracking number allows you to check your parcel's location and we know when you received your parcel.

Within Austria we charge a shipping fee of € 5 only. For international shipping within the EU, the flat-rate shipping fee is only € 13. Shipping costs are added to item prices. VAT exempt due to small business regulation.

From time to time we offer FREE SHIPPING on all orders over a certain order amount as communicated. In the event of unsuccessful delivery attempts and if you have received free shipping due to this campaign, we reserve the right to invoice you for the shipping costs afterwards.

## DELIVERY TIME

After we received your payment, we dispatch your parcel at the post office within 3 workdays.

Don't hesitate to contact us if you need your parcel to be dispatched earlier. We will let you know your tracking number. With this number you are able to check your parcel's location on [post.at](https://post.at). The Austrian Post specifies the following delivery times: Within Austria 1-2 working days. Within most countries belonging to the EU approx. 5-8 working days. We are not liable for compliance with the delivery time specified by the Austrian Post.

## REVOCAATION

In the following paragraph you find the most important information on revocation. As a consumer you have a right of revocation within 14 days from the day you received your parcel. If you want to revoke from your purchase, you can use our revocation form. Partial revocation is also possible if you only want to return some items of your order but want to keep others. You can already revoke from the contract from the time you placed your order. If you have decided to do so, we kindly ask you to notify us as soon as possible via email to [office@revelance.eu](mailto:office@revelance.eu), but no later than within your revocation period.

If your parcel is already on its way to you or you have already received it, you are obliged to return the ordered goods to us immediately and no later than within fourteen days from the day on which you informed us of your revocation. Please always send return parcels with tracking number to avoid misunderstandings. You have to bear the costs of returning the goods to us.

We will contact you as soon as we have received your return. We then check the condition of the returned goods.

If you intend to return purchased goods, you are only allowed to try them on. You have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary to check the nature, properties and functionality of the goods. In this case, we will deduct part of the item price paid from our refund.

You find our complete declaration of revocation and our revocation form on our [revocation page](#).

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## WARRANTY

As consumer, you have the right to warranty. The statutory warranty provisions apply. As already described at the beginning of our terms and conditions, we sell preloved items and check them thoroughly. Detected flaws mentioned in the product description or visible in our product pictures are not considered a warranty case.

We sell vintage, y2k and contemporary preloved clothing. These are all used clothes. In Austria it is legally possible to agree to a shortened warranty period of one year for used goods. You are not obliged to agree to this shortening. Be fair and agree.

You can always access our terms and conditions on our website.

You are a consumer and think that a product ordered in our online shop is a warranty case? Then please contact us. Please send any questions, complaints or claims to the following email address: [office@revelance.eu](mailto:office@revelance.eu)

We will find a solution.

As consumer, you also have the opportunity to submit complaints to the EU's online dispute resolution platform: <http://ec.europa.eu/odr>