

# Terms & Conditions Online Product Reviews Kooyman BV

## **Introduction**

We will use your review to improve our products and services. For this to work, it is important that you give us your own honest review. When you submit a review, you agree that Kooyman BV will use it in accordance with the following terms and conditions.

## **How we use your personal Data**

Kooyman BV and the moderator of the reviews will see all the information you enter.

When providing your contact information in connection with the review, you agree that Kooyman BV may use it to contact you as part of your review. Your email address will not be used for marketing purposes.

## **Which data will be published?**

Personal data other than your name will not be visible on the site. You can also post your review anonymously. See for more details on personal data our [Privacy Policy](#). When filling out the form, make sure your personal data is entered in the appropriate fields.

## **What makes a good review?**

- Stay on topic. Let us know what you love a little about the product, what you love a lot or what you dislike and why.
- Tell us everything. Think about the features and benefits of the product and what you would have wanted to know before purchasing the product yourself.
- Keep it simple. Not too long, not too short, just enough to help your fellow shoppers, maximum of 400 words.
- Do not use inappropriate language; for example, racist, discriminatory, sexual, prejudiced, offensive, hateful speech, unlawful comments, or terms of abuse.
- Please do not include personal information such as names, telephone numbers, email address or any other personal information in your review.
- Do not mention other companies or websites.
- Our Rating & Reviews service is for feedback on products only. Please contact us directly if you have any questions or queries about delivery, stock availability, vacancies or customer service.

## **When do we publish your review? (Moderation guidelines)**

To ensure that customers read only useful reviews we will check if your review is written according to our review guideline, and we only publish reviews that comply to the following guidelines:

- Your review is solely on the product and should not address customer service, shipping or purchase matters etc.
- Reviewer has experience with the product (no hear say) and the product has been bought at Kooyman.
- Your review is accurate and complete.
- Your review does not contain inappropriate language.
- Your review does not contain any URL or reference to other websites or companies.
- You are responsible for the content of your review. We will not edit or translate your review.
- All submitted reviews will be reviewed by our moderator.
- Kooyman BV has the rights to reject a review.

**When will I be able to see my review on the website?**

- We moderate customer product reviews 3 times a week so it can take a maximum of a few days before your review is published.

**When do we remove a review?**

- When this review guidelines terms and conditions have not been met
- If the product information that was wrong upon the moment of sale transaction has been resolved.

A negative experience will never be a reason for removing or not publishing a review.

Thank you for your valuable input.