

## Terms and Conditions – Uchu8 (Food Webshop)

Version: 6 February 2026

Website: [www.uchu8.nl](http://www.uchu8.nl)



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### Article 1 – Definitions

- **Uchu8:** the company behind [www.uchu8.nl](http://www.uchu8.nl), seller of food products.
- **Customer:** any buyer (consumer or business/ horeca customer).
- **Consumer:** a natural person who does not act in the course of a profession or business.
- **Business customer:** a customer acting on behalf of horeca or a business.
- **Products:** all food, beverages, and related consumable products.

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### Article 2 – Identity of the Entrepreneur

Company: Uchu8

Email: [info@uchu8.nl](mailto:info@uchu8.nl)

Phone/WhatsApp: 06 45 94 27 24

Chamber of Commerce number (KvK): 78676347

VAT number: NL003370554B91

Address: Loosduinsekade 92V1, 2571BS The Hague ('s-Gravenhage)

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### Article 3 – Applicability

1. These terms apply to every offer and order placed via the webshop.
2. Deviations are only valid if confirmed in writing by Uchu8.

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### Article 4 – Food Product Offerings

1. Product descriptions are presented as accurately as possible.
2. Images are indicative; natural products may vary in color, shape, or texture.
3. Uchu8 is not responsible for minor differences in taste, texture, or appearance that are inherent to food products.
4. Allergen information is provided as fully as possible, but the customer remains responsible for checking in case of allergies or dietary restrictions.

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## **Article 5 – Formation of the Agreement**

The agreement is formed after the order is placed and confirmed via email.

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## **Article 6 – Prices**

1. All prices include VAT.
2. Shipping costs are stated separately.
3. Obvious pricing errors may be corrected.

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## **Article 7 – Payment**

Payment must be made in advance using the payment methods available on the website.

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## **Article 8 – Delivery & Food Safety**

1. Delivery is made to the address provided.
2. Uchu8 ships products in accordance with applicable hygiene and food safety standards.
3. For refrigerated or frozen products, the customer must follow proper storage instructions immediately upon receipt.
4. Uchu8 is not responsible for quality loss caused by delivery delays outside its control.

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## **Article 9 – Shelf Life**

1. Products have a limited shelf life.
2. The customer is responsible for timely receipt and proper storage.
3. After delivery, the risk lies entirely with the customer.

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## **Article 10 – Right of Withdrawal (IMPORTANT EXCEPTION)**

Consumers normally have a 14-day right of withdrawal.

HOWEVER, by law, this does NOT apply to:

- Food products with a limited shelf life

- Perishable goods
- Products that cannot be returned for hygiene reasons after opening  
→ Almost all food sold by Uchu8 falls under this exception.  
Therefore, returns of food are generally not accepted.

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### **Article 11 – Complaints Procedure (Food Products)**

1. Complaints about damaged, spoiled, or incorrectly delivered products must be reported within 24 hours of receipt.
2. The customer must submit the complaint via email to: [info@uchu8.nl](mailto:info@uchu8.nl)
3. The report must include:
  - Order number
  - Description of the complaint
  - Clear photos of the product and packaging
4. As these are food products, they may not be returned without prior permission from Uchu8.
5. Uchu8 will assess the complaint and may, at its discretion:
  - Replace the product, or
  - Refund partially or in full
6. Complaints reported later than 24 hours after delivery may not be processed due to food safety and shelf-life concerns.

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### **Article 12 – Warranty**

Uchu8 guarantees that products comply with food safety standards upon delivery. Warranty is void if the customer stores or handles the products incorrectly.

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### **Article 13 – Liability**

1. Uchu8 is not liable for damages caused by:
  - Incorrect use
  - Allergic reactions

- Improper storage
- 2. Liability is limited to the purchase amount.
- 3. This does not apply in cases of intent or gross negligence.

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#### **Article 14 – Force Majeure**

No liability in case of force majeure, such as transport problems, import restrictions, disruptions, or government measures regarding food.

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#### **Article 15 – Intellectual Property**

All website content is the property of Uchu8.

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#### **Article 16 – Privacy**

Personal data is processed in accordance with the privacy statement and GDPR.

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#### **Article 17 – Governing Law**

All agreements are governed by Dutch law.

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#### **Article 18 – Allergens & Product Information**

1. Uchu8 provides information about ingredients and known allergens in accordance with applicable food law.
2. Allergen information is available per product on the Uchu8 website. Customers can view this by clicking on the product in the online store. The product page lists ingredients and present allergens.
3. Despite careful compilation, Uchu8 cannot fully exclude cross-contamination with allergens, as products may be processed, packaged, or stored in environments where other allergens are present.
4. Customers with food allergies, intolerances, or dietary restrictions remain responsible for checking ingredients and allergen information before purchase and consumption.
5. Uchu8 is not liable for allergic reactions, intolerances, or other health issues resulting from consuming the supplied products, unless caused by intent or gross negligence.

6. If in doubt about ingredients or allergens, the customer should contact [info@uchu8.nl](mailto:info@uchu8.nl) before purchasing.

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## **Article 19 – Privacy and Data Protection**

1. Uchu8 processes personal data in accordance with the General Data Protection Regulation (GDPR).
2. Personal data is only used for:
  - o Processing and delivering orders
  - o Customer service and complaints handling
  - o Payment processing
  - o Legal administrative obligations
3. Uchu8 shares personal data with third parties only if necessary to perform the agreement (e.g., payment providers and delivery services).
4. Data is not stored longer than legally allowed or necessary for the purpose for which it was collected.
5. Customers have the right to access, correct, and delete their data. Requests can be sent to [info@uchu8.nl](mailto:info@uchu8.nl).
6. Uchu8 implements appropriate technical and organizational measures to secure personal data against loss or misuse.
7. The full privacy statement is available on the Uchu8 website.

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## **Article 20 – Modifying or Correcting Orders**

1. Orders are processed quickly due to the nature of the products (food). Therefore, modifications or corrections are only possible to a limited extent.
2. An order can only be corrected or modified:
  - o On the same day it was placed, before 09:30 AM, or
  - o If placed after 08:00 AM: no later than the next morning before 09:30 AM.
3. Requests for modifications or corrections must be submitted with the order number to:
  - o Email: [info@uchu8.nl](mailto:info@uchu8.nl)
  - o WhatsApp: 06 45 94 27 24

4. After these times, modification or cancellation is no longer possible, as the order will be processed or products already reserved, prepared, or shipped.
5. Uchu8 is not liable for costs, loss, or damage resulting from modifications submitted too late.