

Golden Anchor BV Website Policies

Golden Anchor BV General Terms and Conditions

1. Introduction

These General Terms and Conditions ("Terms") govern the sale and delivery of products and services by Golden Anchor BV, a company registered in the Netherlands with its registered office at Metaalbewerkerweg 19, Unit C, 1032KW Amsterdam, Chamber of Commerce number 90042794, RSIN 865192157 ("Golden Anchor"). These Terms apply to all agreements and sales between Golden Anchor and its clients unless expressly modified or excluded in writing by Golden Anchor.

2. Scope of Services

Golden Anchor specializes in importing and distributing authentic South Asian products, including but not limited to dry foods, spices, biscuits, cookies, frozen snacks, and vegetables. Our products are sourced from reputable suppliers and are BSTI, EU, FDI, and ISO certified, ensuring high quality and safety standards.

3. Ordering and Delivery

- 3.1. Orders can be placed through our website, via email at info@goldenanchor.nl, or through an authorized distributor.
- 3.2. Delivery times are estimates and commence from the date of the order confirmation. Golden Anchor endeavors to meet these timelines but does not guarantee delivery dates.
- 3.3. Shipping costs are calculated based on the order's delivery location, size, and weight. Clients will be informed of these costs at the time of order confirmation.
- 3.4. Golden Anchor maintains a temperature-controlled supply chain to ensure product quality, especially for perishable goods.

4. Pricing and Payment

- 4.1. Prices are listed on Golden Anchor's website or provided in a formal quote. Prices are subject to change without prior notice.
- 4.2. Payments can be made via bank transfer, credit card, or other agreed-upon methods. Payment terms are net 30 days from the invoice date unless otherwise agreed upon in writing.
- 4.3. In case of late payment, Golden Anchor reserves the right to charge a fee on the overdue amount at the statutory rate and to suspend further deliveries until payment is received.

5. Quality Assurance and Returns

- 5.1. Golden Anchor assures that all products meet the specified quality standards and certifications.
- 5.2. If a client receives a defective or non-conforming product, they must notify Golden Anchor within a specified period from the date of receipt, typically 7 days.
- 5.3. Golden Anchor will, at its discretion, replace the defective product or provide a refund. Returned products must be in their original condition and packaging.

6. Client Relations and Communication

- 6.1. Golden Anchor values its relationships with clients and commits to maintaining clear and responsive communication.
- 6.2. clients can contact our customer service team through email, phone, or the website contact form for inquiries, complaints, or feedback.

7. Limitation of Liability

7.1. Golden Anchor's liability in connection with any product sold is strictly limited to the purchase price of that product.

7.2. Golden Anchor is not liable for any indirect, special, or consequential damages arising from or in connection with the use of its products.

8. Force Majeure

In the event of circumstances beyond Golden Anchor's reasonable control (e.g., natural disasters, pandemics, government restrictions), Golden Anchor is not liable for delays or failures in performance and may suspend or terminate the agreement without liability.

9. Confidentiality

All information regarding business transactions between Golden Anchor and its clients shall be treated as confidential and not disclosed to third parties except as required by law or necessary for the execution of the agreement.

10. Amendments

Golden Anchor reserves the right to amend these Terms at any time. The latest version of the Terms will be available on our website.

11. Governing Law and Jurisdiction

These Terms and any disputes related to them or the sales they govern will be subject to Dutch law and the exclusive jurisdiction of the courts of the Netherlands.

12. Acceptance

By placing an order with Golden Anchor, the client acknowledges having read, understood and accepted these Terms.

Disclaimers

Golden Anchor BV - Official Disclaimer

Introduction

This document serves as the official disclaimer for Golden Anchor BV, a distinguished entity in the European market specializing in the distribution of South Asian products. Headquartered at Metaalbewerkerweg 19, Unit C, 1032KW Amsterdam, The Netherlands, we are registered under Chamber of Commerce number 90042794 and RSIN 865192157. For correspondence, reach us at info@goldenanchor.nl.

Corporate Overview

Golden Anchor BV prides itself on being the premier provider of high-quality Bangladeshi dry foods in Europe. Our diverse range includes over 500 products from more than 20 renowned brands. Adherence to international standards is our hallmark, evidenced by our BSTI, EU, FDI, and ISO certifications.

Legal Acknowledgment

- **Compliance:** All operations and transactions by Golden Anchor BV adhere strictly to the regulatory frameworks of the European Union and respective national laws.
- **Product Liability:** We commit to our products' utmost quality and safety. However, Golden Anchor BV shall not be held liable for any indirect, incidental, or consequential damages resulting from product use or misuse.
- **Intellectual Property Rights:** All content, including text, logos, and images, associated with Golden Anchor BV is protected under international copyright laws and is the exclusive property of Golden Anchor BV.

Service Assurance

- **Client Commitment:** Upholding a legacy of trust and transparency, we engage in clear, responsive communication, ensuring each client's needs are meticulously catered to.
- **Delivery Excellence:** Our logistics network guarantees timely and efficient delivery across the EU, reinforced by our advanced temperature-controlled supply chain.
- **Pricing Integrity:** We offer competitive pricing models, balancing premium quality with affordability, demonstrating our commitment to value-driven service.

Governing Law and Jurisdiction

This disclaimer and all matters relating to Golden Anchor BV are governed by the laws of The Netherlands. Any disputes will be subject to the exclusive jurisdiction of Dutch courts.

Amendment Rights

Golden Anchor BV reserves the right to modify this disclaimer. The latest version will be accessible on our official website.

Contact and Queries

For further information or queries regarding this disclaimer or our services, please contact us at info@goldenanchor.nl

Privacy Policy

Privacy Policy of Golden Anchor BV

1. Introduction

Welcome to Golden Anchor BV ("Golden Anchor", "we", "us", "our"). As a leader in the European market for South Asian dry foods, we recognize the importance of privacy and are committed to maintaining the trust of our customers, partners, and website visitors. This Privacy Policy sets forth our principles and practices regarding collecting, using, and protecting personal data.

2. Data Controller

Golden Anchor BV, located at Metaalbewerkerweg 19, Unit C, 1032KW Amsterdam, Chamber of Commerce: 90042794, RSIN: 865192157, is the data controller responsible for your personal information. Should you have any concerns or questions regarding your data, please contact our Data Protection Officer at info@goldenanchor.nl.

3. Information We Collect

We collect a variety of information under the following categories:

- Identity Data: such as name, title, and gender.
- Contact Data: including billing address, delivery address, email address, and telephone numbers.
- Financial Data: for processing payments, although we do not store credit card details.
- Technical Data: including IP addresses, browser types, and versions for system administration.
- Usage Data: detailing how you use our website, products, and services.
- Marketing and Communications Data: your preferences in receiving marketing from us.

4. How We Use Your Information

We use your information for the following purposes:

- To personalize your experience and meet our contractual obligations.
- For internal research, statistical analysis, and business development.
- To improve our website, products, and services.
- For marketing purposes, subject to your preferences and consent.
- To comply with legal and regulatory obligations.

5. Legal Basis for Processing

We process personal data on the following legal bases:

- Consent: where you have explicitly agreed to our processing.
- Contractual Necessity: to perform a contract we have with you.
- Legal Obligations: to comply with our legal requirements.
- Legitimate Interests: where it is necessary for our interests and your interests and fundamental rights do not override those interests.

6. Sharing and Disclosure of Information

We share your data only under these circumstances:

- With your explicit consent.
- With third-party service providers who perform services on our behalf.
- In the event of a merger, acquisition, or asset sale.
- For legal reasons, including law enforcement requests.

7. Data Security

We employ state-of-the-art security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information. Our security protocols include advanced encryption, secure servers, and strict data access policies among our staff.

8. International Transfers

Your information may be transferred to and maintained on computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ.

9. Your Rights

You have the right to:

- Access, update, or delete the information we have on you.
- Object to processing of your data, request data portability.
- Withdraw consent at any time where we rely on consent to process your personal data.
- Lodge a complaint with a supervisory authority.

10. Data Retention

We retain personal data only for as long as necessary for the purposes set out in this Privacy Policy, including for the purposes of satisfying any legal, accounting, or reporting requirements.

11. Changes to This Policy

We may update this policy periodically. We will notify you of significant changes by posting the new policy on our website and updating the "effective date" at the top of this page.

12. Contact Us

Golden Anchor BV

Metaalbewerkerweg 19, Unit C, 1032KW Amsterdam

Chamber of Commerce: 90042794

RSIN: 865192157

Email: info@goldenanchor.nl