Terms & Conditions

§1 Who We Are

Our shop at hendrikxgolf.com is run by Hendrikx Golf GmbH, Hansaallee 135, 40549 Düsseldorf, Germany. You can reach us by email at atelier@hendrikxgolf.com or by telephone on +49 15679 820847. “We” and “us” in these terms mean Hendrikx Golf GmbH.

§2 Placing Your Order

1. On the page of a piece, choose its colour and its size or type where there is a choice, and press Add to Cart. For a gift card, choose its design and its amount, write who it is for, who it is from and, if you like, a message, and press Add to Cart.
2. Open your cart. There you can change the quantity of a piece or remove it. Press Checkout.
3. Under Details, enter your name, your email address and the address we are to deliver to, and press Continue to payment. For a gift card there is no address: say whether we send it to the person it is for or to you, give their email address twice, and choose the day.
4. Under Payment, your details are shown once more; Edit takes you back to change them. Choose how you would like to pay. To pay with a Hendrikx gift card, press I have a gift card, enter its code and press Apply; what it pays and what is left to pay are shown before you order. What you are ordering shows each piece with its colour, its size or type, the quantity and the price, the delivery charge, the total and when your order arrives.
5. Press Buy Now. This places your binding order and requests the payment. With Klarna and PayPal you confirm the payment on their page and then come back to ours; your bank may also ask you to confirm a card payment.

Under Details you can instead pay for pieces with Apple Pay or PayPal, where your device offers them. Your wallet's window opens with the delivery charge and the total, and with the name, email address and delivery address your wallet holds, which you can change there. Confirming the payment in that window places your binding order and requests the payment; closing it places nothing.

Until you press Buy Now, or confirm the payment in your wallet's window, nothing is binding and you can correct every entry: in your cart, with Edit, under Details, or in your wallet's window.

§3 Contract Formation

When you press Buy Now, or confirm the payment in your wallet's window, you make a binding offer to buy the pieces in your order. We accept it, and the contract is made, when your payment goes through. If your payment has not gone through within 48 hours of your order, or goes through only after we have cancelled the order, no contract is made, and we refund your payment in full. When a gift card pays your whole order, your payment goes through when you press Buy Now.

§4 Contract Text and Language

We store the text of your contract: your order and the version of these terms that applied to it. Our order confirmation email sets out your order and carries, as a PDF, the version of these terms that applied to it, with our Returns policy; the date at the foot of this page shows the version in force. The contract is concluded in English.

§5 Prices & Payment

Prices are in euros and include VAT, except a gift card's price, which carries none: VAT is charged on the pieces it pays for. For delivery to the United Kingdom, Switzerland, Norway or the United States, prices are

shown and charged in pounds, Swiss francs, Norwegian kroner or US dollars, without German VAT and with that country's import taxes (Northern Ireland: with German VAT, without import taxes); the checkout shows the total you pay. You can pay by card, Apple Pay, Google Pay, Klarna or PayPal, and with a Hendrikx gift card; Apple Pay and Google Pay appear on devices and browsers that support them, and Klarna where Klarna offers it for your country and order. A gift card pays only for orders in euros; it is not paid for with Klarna or with another gift card. We take the payment when you place your order.

§6 Delivery

We deliver to the 27 member states of the European Union and, where our Shipping & Payment page and the checkout show them at the time of your order, to Switzerland, Norway, the United Kingdom and the United States (its fifty states and the District of Columbia); the checkout offers every country we deliver to. To the United Kingdom, Northern Ireland apart, we deliver orders whose pieces come to more than £135 before import taxes. If an order to the United Kingdom or the United States is too large for one duty-paid parcel, the checkout asks you to split it. A few areas of EU countries lie outside the EU VAT area, and we cannot deliver there: the areas in which the Government of Cyprus does not exercise effective control (Cyprus); the Faroe Islands and Greenland (Denmark); the Åland Islands (Finland); Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, Saint-Barthélemy, Saint-Martin, Saint-Pierre-et-Miquelon, French Polynesia, New Caledonia, Wallis and Futuna and the French Southern Territories (France); Büsingen am Hochrhein and Heligoland (Germany); Mount Athos (Greece); Livigno and Campione d'Italia (Italy); and the Canary Islands, Ceuta and Melilla (Spain). For an address in Monaco, choose France. You may order from anywhere, as long as your parcel goes to an address we deliver to.

Every order of pieces travels with DHL; a gift card travels by email, without a delivery charge (§10). Delivery costs €7.50 in Germany and €20 elsewhere in the EU, and is complimentary there on orders from €300. To Switzerland, Norway, the United Kingdom and the United States it costs what our Shipping & Payment page and the checkout show for that country at the time of your order. To Switzerland, Norway and the United Kingdom it is complimentary from the amount our Shipping & Payment page names for that country at the time of your order; to the United States it is never complimentary. Each of these amounts counts the pieces in your order at the prices shown, in the currency shown, before delivery. Delivery is charged once per order.

Outside the EU, Northern Ireland apart, German VAT comes off our prices, delivery included, as this is an export, and the import taxes of the country of delivery are added, which we pay on your behalf; the shop shows these prices in that country's currency, and DHL delivers with nothing to pay at the door.

Counted from the day you place your order, it arrives within five business days in Germany, within fifteen in Madeira and the Azores, within ten elsewhere in the EU, within fifteen in Switzerland, Norway and the United Kingdom and within thirty in the United States. In Madeira, CTT, DHL's partner there, does not deliver to the door but holds the parcel for you to collect. Business days are Monday to Friday, except public holidays in North Rhine-Westphalia or at the delivery address.

§7 Right of Withdrawal

As a consumer in the European Union, the United Kingdom or Norway, you have a statutory right to withdraw from this contract. The withdrawal instruction and the model withdrawal form are on our Right of Withdrawal page, where you can also withdraw online, and in your order confirmation email. For consumers in Switzerland and the United States, our returns promise (§8) applies instead.

§8 Returns

Every piece may come back if you ask within 30 days of delivery, with the DHL return label we send you (from the United States, your own way); its price comes off your refund. This promise comes on top of any

right of withdrawal you have (§7) and your rights if a piece is faulty, and it does not limit them. Its terms, including the label's price and the state in which pieces come back outside a withdrawal period, are on our Returns page and form part of these terms; your order confirmation email carries them too.

A gift card is not part of this promise; in the EU, the United Kingdom and Norway you may withdraw from buying one (§7).

§9 Faults and the Legal Guarantee

If a piece is faulty, your statutory rights under the legal guarantee apply. To report a fault, write to atelier@hendrikxgolf.com with your order number and, if you can, a photograph. The European Union's notice on the legal guarantee is on our Legal Guarantee page.

§10 Gift Cards

A Hendrikx gift card is a code worth the amount you chose, from €100 to €500. It pays for pieces at hendrikxgolf.com, in whole or in part, until its balance is spent; what an order leaves on it stays for next time. It never expires, it is not exchanged for cash, and it does not pay for another gift card. Whoever has the code can spend it, so keep it as you would cash.

We send the card by email to the person it is for or to you, with a copy to you: on the day you chose at nine in the morning, German time, or, for today, as soon as your payment has gone through. If we need to check a payment first, we finish the check by the end of the next business day: the card then goes on the day you chose, or at once if that day has passed, or we refund your payment in full. An order holds one gift card and nothing else. Its receipt is a voucher receipt, not an invoice.

Last updated: 5 November 2026.

Returns

Every piece may come back if you ask within 30 days of delivery, on the terms below. This is our own promise, from Hendrikx Golf GmbH, Hansaallee 135, 40549 Düsseldorf, Germany, for every order we deliver. It comes on top of your statutory rights: your rights under the legal guarantee, which cost you nothing to use, and, in the EU, the United Kingdom and Norway, your right of withdrawal. This promise does not limit them.

How a Return Works

1. Request the return in your account, under Orders, and choose the pieces that come back. Without an account, use our return form, where you choose them the same way, or write to atelier@hendrikxgolf.com.
2. Your DHL return label follows by email within three business days; from the United States, you send the parcel your own way, as below.
3. Pack the pieces and attach the label.
4. Hand the parcel in where the label says, for example at a DHL location or parcel shop, within 14 days of your request.

Refunds

We refund the pieces that come back, the way you paid, and the delivery charge too when you send back the whole order, less the price of the DHL return label we send you, as the table below lists it for the country your parcel leaves from. Once your parcel has left us, two things are not refunded, unless you withdraw, or ask for the return, within a withdrawal period the law gives you: the import taxes paid at checkout and, for Switzerland and the United States, the delivery charge. You see the refund before you send your request. We refund within 14 days of the day your request reaches us; we may wait until the parcel reaches us or you show us that you have sent it, whichever is earlier.

The DHL return label, by the country your parcel leaves from

Austria	€9.90
Belgium	€10.90
Bulgaria	€14.10
Croatia	€14.40
Cyprus	€13.70
Czechia	€13.30
Denmark	€13.10
Estonia	€14.10
Finland	€14.40
France	€10.40
Germany	€6.19
Greece	€17.90
Hungary	€13.40
Ireland	€13.70
Italy	€11.70
Latvia	€14.10
Lithuania	€14.10
Luxembourg	€10.90
Malta	€20.30
Netherlands	€10.90
Norway	€13.10

Poland	€13.50
Portugal	€19.90
Romania	€13.70
Slovakia	€13.40
Slovenia	€13.40
Spain	€11.50
Sweden	€17.90
Switzerland	€17.80
United Kingdom	€15.10
United States	your own way

For an order paid in pounds, Swiss francs, Norwegian kroner or US dollars, the label's price comes off at your order's exchange rate.

From the United States, where DHL makes no return label, you send the parcel to us your own way and at your cost, within 14 days of your request; nothing comes off your refund for a label.

The State of the Pieces

Try the pieces on as you would in a shop. For a return you ask for outside a withdrawal period the law gives you, pieces come back unused and unwashed, with any tags still on them. If a piece does not, we do not refund it and send it back to you, at your cost.

A Faulty Piece

A faulty piece is bound neither to these 30 days nor to the condition above, and it comes back at our cost: the legal guarantee applies, as with every seller in the EU, for at least two years from delivery. Our Legal Guarantee page says how to report one.

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