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1 GENERAL CONDITIONS OF PURCHASE

By registering on the site and placing bids for online auctions, the user accepts the conditions described below.

The methods of purchasing the goods displayed on our online auction platform are governed as follows:

1.1 The winner of the online auction is required to make the payment **no later than 10 working days** from the conclusion of the online auction.

1.2 For the entire duration of the auction it will be possible to submit your offer and ask questions relating to the property in question.

1.3 Once the online auction has ended, the winner will proceed with the payment via PayPal / Credit card / Bank transfer.

1.4 An email will be sent by blackplatinumgold.com to complete the purchase procedure.

1.5 The sales contracts between customers and blackplatinumgold.com are governed by Dutch law in force as they are concluded in the Netherlands.

2 - WARRANTIES

2.1 Any goods for sale on our online auction platform are displayed with the utmost transparency and fully correspond to the description.

3 - DELIVERY

3.1 Voucher: Once the purchase and payment via Paypal/Credit card/Bank transfer have been completed, the voucher will be sent by e-mail within 12 hours and will be immediately usable.

3.2 Stay: Once the purchase and payment via Paypal/Credit card/Bank transfer have been completed, the stay will be bookable accordingly to the property's availability and the blackout dates (if any) clearly indicated within the auction's description.

4 - TRANSPORT COSTS

4.1 There is no transport charge.

5 - PAYMENT METHODS

Available payment methods:

5.1 Bank transfer

Payable to: BLACK PLATINUM GOLD B.V.
IBAN: NL68ABNA0800339061

5.2 Payment by credit card

Visa, Mastercard, American Express, and all credit or debit cards in various countries.

5.3 PayPal

After completing the order you will receive an e-mail, with an order number to which you must refer for any communication.

6 - RIGHT OF WITHDRAWAL

6.1 Our customers have the right to withdraw from any purchase made through the web services available on blackplatinumgold.com no later than 7 (seven) days from the date of purchase and only in case of non-use of the asset in question.

6.2 No right of withdrawal provided for in paragraphs 1 and 2 of Legislative Decree no. 185 (May 22, 1999) for the purchase of customised goods.

6.3 The right of withdrawal in case of use of the property (purchase by voucher / stay) will not be the responsibility of BLACK PLATINUM GOLD B.V. as provided by clearly indicated third parties.

6.4 The amount that will be reimbursed is equal to the value of the items only, therefore net of any ancillary services supported by us.

6.5 The right of withdrawal is also not applicable for all those orders in which a discount has been applied to products or services.

6.6 The maximum time frame within which blackplatinumgold.com will issue the refund is within 60 working days.

6.7 The refund can only be issued by bank transfer to the bank details indicated with the request for the right of withdrawal.

7 - COMMUNICATIONS

7.1 The customer agrees and is aware that blackplatinumgold.com for important notices, communications, notifications and so on, uses tools such as: e-mail and automated systems.

8 - COMPLAINTS

8.1 Any complaints must be sent by email to:
bpg@blackplatinumgold.com

9 - PROCESSING OF PERSONAL DATA / PRIVACY

Respecting the proper processing of your personal data is important to us. In our [Privacy Policy](#) you can read how we handle your personal data. By accessing or using our platform, you acknowledge that we can process your personal data for the purposes described in our [Privacy Policy](#).

10 - REPORTS

10.1 To help us improving our services, please send your suggestions to
blackplatinumgold.com