



BOB'S TERMS & CONDITIONS

BOX ON BONAIRE

Last updated: September 2026

These Terms and Conditions apply to orders placed with **Box On Bonaire E.Z., trading as Box On Bonaire ("BOB")**, through our website, email, WhatsApp or another agreed method.

By placing and confirming an order with BOB, you agree to these Terms and Conditions.

These Terms are provided in English. If a translation is made available, the English version will prevail to the extent permitted by applicable law.

1. ABOUT BOB

Box On Bonaire E.Z., trading as Box On Bonaire ("BOB"), is established on Bonaire, Caribbean Netherlands.

BOB offers welcome boxes, gifts, food products, handmade items and other Bonaire-inspired products, including delivery and pickup services.

Our company details can be found at the end of these Terms.

2. PRODUCTS & AVAILABILITY

BOB carefully selects and prepares its products. As we work with fresh, local, handmade and supplier-dependent products, availability may vary.

Photographs and descriptions on our website and social media give a fair representation of our products. Individual items, packaging, brands, colours or sizes may occasionally differ.

If an item is unavailable, BOB may use or suggest a suitable alternative of similar nature and value. We will contact you if a significant change is required.

3. ORDERS & CONFIRMATION

An order request can be submitted through our website or another method agreed with BOB.

Submitting an order request does not automatically mean that the order has been accepted. BOB will confirm availability and, where necessary, delivery or pickup details.

An order becomes final once it has been confirmed by BOB.

The customer is responsible for providing correct contact, delivery and other information required to fulfil the order.

4. PRICES & PAYMENT

All prices are stated in US Dollars (USD), unless otherwise indicated.

Any additional costs applicable to an order will be communicated before the order is confirmed.

BOB will provide an invoice containing the applicable payment details, payment terms and due date.

Payment may be made by bank transfer or in cash, as agreed with BOB.



5. DELIVERY & PICKUP

BOB offers delivery throughout Bonaire. Pickup is also available by arrangement.

Delivery or pickup details are agreed or confirmed with the customer.

The customer is responsible for providing a correct and accessible delivery location and, where necessary, ensuring that someone is available to receive the order.

If delivery cannot be completed due to incorrect information, an inaccessible location or nobody being available to receive the order, we will contact you to arrange a solution. Additional delivery costs may apply if another delivery attempt is required.

BOB will make reasonable efforts to deliver as agreed but cannot guarantee against delays caused by circumstances outside our reasonable control.

6. CHANGES & CANCELLATIONS

Need to change or cancel your order? Please contact BOB as soon as possible. We understand that plans can change.

Changes and cancellations are handled in consultation with the customer, taking into account whether the order has already been prepared and whether fresh, perishable, personalised or specially purchased products have already been sourced.

Any applicable costs will be discussed with you.

Nothing in this section limits any rights that cannot legally be excluded under applicable law.

7. FOOD, ALLERGIES & PERISHABLE PRODUCTS

Customers must inform BOB of known allergies, intolerances or dietary requirements before an order is confirmed.

BOB will make reasonable efforts to take communicated requirements into account. However, products may be produced, packaged or handled in environments where allergens are present. Customers should always check product labels and ingredient information before consumption.

Fresh and perishable products should be stored and consumed appropriately after delivery or pickup.

BOB is not responsible for consequences resulting from allergies or dietary requirements that were not communicated to us, except where liability cannot legally be excluded.

8. HANDMADE PRODUCTS — INCLUDING COCO

Certain BOB products, including Coco, are handmade.

Colours, patterns, shape, size and finish may vary from photographs shown on our website or social media. No two handmade products are exactly the same.

These natural and handmade variations are part of the character of the product and are not considered defects.

That's kind of the point.



9. DAMAGED, INCORRECT OR DEFECTIVE PRODUCTS

If you receive a product that is damaged, defective or different from what was agreed, please contact BOB as soon as reasonably possible after delivery or pickup.

Where helpful, we may ask for a photograph so we can assess the issue.

Depending on the circumstances, BOB will offer an appropriate solution, which may include replacement, repair, refund or another solution agreed with the customer.

Nothing in these Terms affects rights that a customer has under applicable law.

10. RETURNS

Because BOB sells food, fresh and perishable products, handmade items and sometimes personalised or specially prepared products, not every product is suitable for return.

Please contact BOB before returning a product. Returns will be considered based on the type and condition of the product, the circumstances of the order and the customer's rights under applicable law.

11. LIABILITY

BOB takes reasonable care in selecting, preparing, handling and delivering orders.

BOB is not responsible for loss or damage resulting from incorrect information supplied by the customer, improper storage or use after delivery, or circumstances outside BOB's reasonable control.

Nothing in these Terms excludes or limits liability where this cannot lawfully be excluded or limited.

12. FORCE MAJEURE

BOB is not responsible for a delay or failure to fulfil an order caused by circumstances reasonably beyond our control, such as severe weather, supply or transport disruption, power or communication outages or government measures.

Where possible, BOB will contact the customer and work towards a reasonable solution.

13. PRIVACY

BOB processes personal information in connection with orders and customer communication.

How we collect, use and protect personal information is explained in our separate Privacy Policy.

14. COMPLAINTS

Something not quite right? Please contact BOB by email or WhatsApp and provide enough information for us to identify the order and understand the issue.

We will review the matter and work with you to find an appropriate solution.



15. APPLICABLE LAW & DISPUTES

These Terms and all agreements with Box On Bonaire are governed by the laws applicable in the public body of Bonaire, Caribbean Netherlands.

BOB and the customer will first try to resolve any disagreement together.

If this is not possible, the dispute may be submitted to the competent court on Bonaire, subject to any mandatory rules of applicable law concerning jurisdiction.

16. COMPANY INFORMATION

Box On Bonaire E.Z. (BOB)
Kaya Herman J. Pop 8
Kralendijk, Bonaire
Caribbean Netherlands

Chamber of Commerce: 14086
CRIB: 380213898

Email: bob@boxonbonaire.com
Phone / WhatsApp: +599 784 2703
Website: boxonbonaire.com

Last updated: September 2026