

Conditions online shopping Prepaid SETAR NV

Ordering prepaid credit and bundles

These are the Online Shopping Conditions Prepaid of SETAR N.V. (SETAR or we/us hereinafter). These conditions will apply when a customer (you/your hereinafter) wants to purchase prepaid call time and/or bundles in our online shop on the website setar.aw. If you place an order on this website, this means that you agree to these Online Shopping Conditions. You are not required to make a purchase.

We may have good reasons to refuse your order on this website or to attach a special condition to the execution, for instance because we doubt your creditworthiness.

General Conditions apply to products or services ordered. Beside those conditions, additional conditions may apply. The relevant conditions will be mentioned to you during the order. You can save and print the conditions. By placing an order you state to agree to the relevant (additional) conditions.

For complaints and/or questions about your online order, please contact SETAR Customer Service, which can be reached by telephone at number 139 (seven days per week from 8:00 a.m. until 5:00 p.m.), in the SETAR stores (Monday through Friday 8:00 a.m.-5 p.m.), via WhatsApp number +297 5979999, or in writing at the address of SETAR N.V., Seroe Blanco 29-A, Oranjestad.

On this website you will find additional information on ordering online with SETAR under Frequently Asked Questions.

This is how you order online

We ask you to enter several personal data for placing an order. Our Privacy Statement on this website will apply to processing of these personal data. For instance, you can read in the Privacy Statement how we handle your data and how long we save them.

You can always check and adjust the content of your shopping cart during your order. You can add or delete purchases. You confirm your order when you click on the "Send" button (or a different button). Subsequently, you will see a confirmation of your order. It gives an overview of the order and all costs. You can print and save this overview.

We are not liable for any damage in any form if a mistake has been made in the order, for instance if call time or a bundle is purchased for the wrong telephone number or if the wrong bundle has been ordered. Has the call time or bundle of the incorrect order already been used (in part)? In that case, we cannot annul this order for the used part, nor give you a refund or reimbursement of your payment for that part.

Has a mistake been made in the order? Please contact Customer Service immediately at telephone number 139 for support.

Prices and payment method

All prices on the website are applicable as of the date of publication and as long as they are published on the website, unless stated differently. The prices are in US dollars and do not include possible additional costs such as transaction costs, unless stated differently. The prices will be increased by the applicable taxes and any other government levies.

On this website you can choose to pay by credit card for the products. Upon completion of your order, you will receive e-mail confirmation with the information of your purchase and a text message that you have placed an order. We can block a credit card of a customer with a low credibility rating or if (we suspect that) the credit card is misused.

We are not bound by apparent mistakes or apparent errors on the website. If a price or other conditions has or have not been mentioned correctly on the website due to a typing error or technical malfunction, we do not have to deliver the order at such wrongly stated price or conditions. We can then state that we will use the correct price or conditions.