

Terms and Conditions

GENERAL

By surfing at IllustratieGalerie you accept to be bound by the following TERMS AND CONDITIONS ("Terms and Conditions").

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEBSITE AND/OR ANY OTHER SERVICES OFFERED BY IllustratieGalerie.

This agreement sets out the legally binding Terms and Conditions for the use of the www.illustratiegalerie.nl website and all other services provided by and under the name of IllustratieGalerie.

De IllustratieGalerie reserves the right to update or change the Terms and Conditions from time to time without notice.

PRICES

All prices are in EURO. Dutch VAT of 6% is included in the price.

In addition to the above, there are customary shipping charges payable, these charges will be specified in the order. When products are purchased in our web shop, please be aware that the product will be shipped directly from the illustrators studio in The Netherlands. These costs will be indicated when you select your country of choice for delivery.

The price of a product is the price as at the date and time you place your order.

De IllustratieGalerie reserves its rights in relation to typing errors, pricing errors, VAT, currency and tax changes, price increases, force majeure, sold out/deleted articles and delivery failure for other reasons.

PAYMENT

De IllustratieGalerie accepts the following payment methods: iDeal, PayPal. For other preferred payment methods you can email us at dirmia@illustratiegalerie.nl.

The full purchase price must be received for all orders before they can be processed.

SHIPPING

If a product is sold out, this will normally be stated, but we reserve the right to specify this in any subsequent e-mail. We also reserve the right to confirm that we have sent the rest of your order in any number of residual orders if delivery of the product can be effected within a period of 7 days.

COMPLAINTS

Upon receipt of the product you are obliged to, within a reasonable time to examine the product to ensure that it matches your order.

If the received product is defective, please send an e-mail to Dirmia@illustratiegalerie.nl as soon as possible, we will then send you instructions.

When contacting us please state your name, address and order number. Furthermore, please indicate the reason for your enquiry. Once we have received your enquiry we will contact you by e-mail.

It is essential that these defects are not caused by incorrect use of the product or other damaging behaviour. Furthermore, the defect must have been present when you received the product. Complaints must be made within a reasonable time after the discovery of the defect.

RETURN POLICY

As a consumer you have the right to cancel the purchase. The right to cancel an order must be exercised within 8 days from the day of receipt of the product. The right to cancel an order can only be used if the product is returned in the same condition and quantity as it was received. The right to cancel an order lapses where product has been used.

When you use the right to cancel an agreement, you must pay for the shipping costs yourself when you return the product. Products not returned in accordance with above requirement will be rejected.

If you wish to return a product please send an e-mail to dirmia@illustratiegalerie.nl, before taking any further steps. Upon receipt of your e-mail we will send you instructions.

Please note that you are responsible for the product until de IllustratieGalerie receives the product. For you own sake, we therefore recommend that you return the product in a manner which will ensure that you are refunded the value of the product.

When you return products, please quote the name, address, e-mail address and order number. In addition, please indicate the bank account details in which the refunded amount should be deposited into. We will NOT refund your expenses for freight/transportation.

Once we have received the product and checked that it meets the conditions for the right to cancel, we will refund to you with the amount. Please note that this process may take up to 7 days or more depending on where the product have been sent to.

If we do not believe that the conditions for cancellation have been met, we will send you our reasons by e-mail.

PERSONAL DATA

Trading on de IllustratieGalerie requires that you fill in the following personal data: name, address, phone number, e-mail address and credit card information.

You have the ability to choose an address for delivery which is different from the address and place of payment.

If we find inaccurate information, we reserve the right to cancel the transaction.

Please note that personal data is recorded for the purposes of delivering your order, or for sending you information if you have agreed to receive such information. By accepting our Terms and Conditions you also agree to the registering of your personal data through our web site for the purpose of handling your order.

No other sensitive personal data is recorded.

COOKIES

Cookies are necessary for use of de IllustratieGalerie. We use cookies to register current session information, but do not use permanent cookies.

LINKS

Our website may contain links to other websites. We can not be held liable for breaches of integrity or content on these websites – we simply provide the links to make it easier for our visitors to find more information within specific areas.

COLOURS

We cannot guarantee that the colours shown on the website exactly reflect the colours of the actual garments, The colours seen from our website will partly depend on the colour reproduction on your computer.

COPYRIGHT

All intellectual property rights, including the exclusive right of making available and any reproduction of content including text, graphics and images, designs etc. contained in this website is protected by copyright belonging to de IllustratieGalerie. The pictures of the illustrations, artwork and detail shots are not to be reproduced without our approval.

CONTACT

We are always pleased to receive feedback from our customers and users. We are always grateful for any time you spend providing us with the feed back to ensure complete customer satisfaction at all times. We would like you to return to the site and to recommend

us to your friends and family. If you have any questions, comments, suggestions or if you would like us to stop processing your information, please feel free to contact us at: