

Daria Heidendael

PAINTINGS WITH A STORY & MORE

Order, payment and return policy

Order

- ❖ To place an order, complete the order form for the relevant painting or product in my shop. If you want to order multiple products at the same time, you can indicate this in 'remarks'.
- ❖ Products can be picked up free of charge from my studio in Heerlen (Berlagestraat 18). The studio is only open by appointment. Shipping by post is also possible, but costs apply:
 - Paintings: the additional costs are always calculated individually and communicated before shipment.
 - Individual art cards: in the Netherlands € 1.00 (outside the Netherlands there are additional costs).
 - Set Art cards: in the Netherlands €5.00 (outside the Netherlands there are additional costs).
 - Canvas bags: in the Netherlands €5.00 (outside the Netherlands there are additional costs).
 - Gift card: in the Netherlands € 1.00 (outside the Netherlands there are additional costs).
- ❖ If you have special wishes regarding the order, you can always indicate this under 'remarks' in the order form.
- ❖ If the order form has been completed and you click on 'order', the order has been placed but not yet final. Within 24 hours you will receive an email from me with more information about order pick up or shipping and payment. If the order has been paid, the purchase is final and the products can be picked up or shipped.

Payment

If an order is placed via the shop on my website, you will receive an email from me with the invoice. Payment can then be made by bank transfer. The required bank details can be found in the invoice. If the order is not paid within 7 days, it will automatically expire.

Purchase in my studio or exhibition elsewhere

- ❖ Payments for paintings can only be made by bank transfer. Because larger amounts are involved, an invoice is always issued.
- ❖ Payments for other products can be made on site using the bank card reader. Payment in cash is possible, provided the amount does not exceed 50 euros.

Return policy

Purchase in my studio or exhibition elsewhere

- ❖ If a painting has been viewed in my studio or during an exhibition at another location and you have agreed to the purchase, it is not possible to return a painting after payment. The same goes for other products, such as art cards and canvas bags.

Online purchase via order form on my website

- ❖ If you place an order via an order form on my website and choose shipping by post, you are legally entitled to a 14-day cooling-off period. The order may be canceled without

giving a reason and you can inform me by sending an email to info@dariaheidendael.nl. The order must then be returned within 14 days. The costs for return are at your own expense.

- ❖ The painting or other product from my shop must be returned in its original condition and in unopened packaging. Only if the painting or product has been received in good order and no damage has been found, the amount due will be refunded to your account within 3 days. Is there any damage after all? Unfortunately, you will not receive your money back. Returns are therefore at your own risk.

Custom portrait and gift cards

- ❖ A custom portrait is always tailored to your wishes. After payment, it is therefore not possible to return a portrait painting under any circumstances. For more information about this, read further in the General Terms and Conditions.
- ❖ It is not possible to return a gift card.