

## SHIPPING & RETURNS

### **Delivery**

Delivery of products ordered online takes place at the address indicated by the customer. Please verify that your shipping address is accurate before purchasing!

### **Delivery period**

1. Worldwide shipping of artworks by SIMONE ANN ART is done by services such as FedEx, DHLexpress and TNT express.
2. The average delivery time for an original artwork on canvas is 2-5 days, depending on the destination and the size of the artwork. The delivery time (including production time) of prints and accessories is approximately 7-10 days. Any delivery period specified by SIMONE ANN ART is indicative and does not give the customer the right to dissolution or compensation if this period is not met with, unless the parties have expressly agreed otherwise in writing.
3. The delivery starts once the customer has fully completed the (electronic) ordering process and received an (electronic) confirmation of his order from SIMONE ANN ART.
4. Exceeding the specified delivery period does not entitle the customer to compensation or the right to terminate the contract, unless SIMONE ANN ART cannot deliver within 21 days after the customer has urged him to do so in writing or if the parties have agreed upon otherwise.

### **Actual delivery**

The customer must ensure that the actual delivery of the products ordered by him can take place in time.

### **Packaging and shipping**

1. If the package of a delivered product is opened or damaged, the customer must have a note drawn up by the forwarder or delivery person before receiving the product. In the absence of which SIMONE ANN ART may not be held liable for any damage.
2. If the customer himself takes care of the transport of a product, he must report any visible damage to products or the packaging prior to the transport to SIMONE

ANN ART, failing which SIMONE ANN ART cannot be held liable for any damage.

### **Right of withdrawal**

1. A consumer may cancel an online purchase during a cooling-off period of 14 days without giving any reason, provided that:

- the product has not been used
- the product is not a commissioned artwork or a work adapted to its special needs
- the consumer has not renounced his right of withdrawal

2. The cooling-off period of 14 days as referred to in paragraph 1 commences on the day after the consumer has received the (last) product

3. The consumer can notify his right of withdrawal via [info@simoneannart.com](mailto:info@simoneannart.com).

4. The consumer is obliged to return the product to SIMONE ANN ART within 14 days after the notification of his right of withdrawal, after which period his right of withdrawal will lapse.

### **Reimbursement of delivery costs**

If the purchase costs are eligible for reimbursement according to the law, SIMONE ANN ART will refund these costs to the consumer within 14 days of receipt of the timely appeal to the right of withdrawal, provided that the consumer has returned the product to SIMONE ANN ART in time.

### **Reimbursement of return costs**

**If the consumer invokes his right of withdrawal and returns the entire order on time, the costs for returning the complete order will be borne by the consumer.**

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### **Attribution**

These terms and conditions were created by SIMONE ANN ART and Rocket Lawyer.

Drawn up on 12 March 2023.

