

Studio Mirte

TERMS AND CONDITIONS

Last updated: 09-09-2024

1. General Information

Welcome to Studio Mirte! By accessing or using our website and purchasing any of our products, you agree to comply with and be bound by these terms and conditions. If you do not agree with any of these terms, you are prohibited from using or accessing this site.

Owner Information

- Company Name: Studio Mirte, registered in the Netherlands
- Fiscal code: 125573716
- VAT number: NL001559260B14
- Address: Kortedijkje 5, 3235 XB Rockanje, the Netherlands
- Email: info@mirtevaneyl.com
- Phone Number: +31 641476179

2. Products and Services

We offer self published books and handmade art and ceramics for sale on this website. All product descriptions, prices, and availability are subject to change at any time without notice. We aim to ensure that all details, descriptions, and prices appearing on the website are accurate. However, we do not warrant that product descriptions or other content are error-free.

Pricing

All prices listed on our website are in euro's and are inclusive of applicable taxes, unless otherwise stated. We reserve the right to change pricing at any time without notice. Shipping and handling fees will be calculated at checkout.

3. Orders and Payments

By placing an order through our website, you agree to provide accurate and complete information. We reserve the right to reject or cancel any order for reasons including but not limited to: product unavailability, inaccuracies, or fraud.

Payment Methods

We accept the following payment methods:

- Credit Cards (Visa, Mastercard, etc.)
- PayPal
- iDEAL

Your payment information is securely processed by Mollie, our third-party payment processor. We do not store credit card information on our servers.

Order Confirmation

After placing your order, you will receive a confirmation email containing the details of your purchase. Please check this email to ensure all details are correct. If there is an issue, please contact us immediately.

4. Shipping and Delivery

We aim to process and ship all orders within 3-5 business days. Delivery times may vary depending on the destination. While we strive to meet all delivery estimates, we are not responsible for delays caused by third-party carriers or customs.

Shipping Fees

Shipping costs will be calculated based on your location and the shipping option selected at checkout.

International Shipping

Customers outside of the Netherlands may be subject to additional customs fees, duties, and taxes. We are not responsible for any extra charges imposed by the destination country.

5. Returns and Refunds

If you are not satisfied with your purchase, we offer a return or exchange within 14 days of receiving your order. Please note that items must be in their original condition, unused, and in their original packaging to qualify for a return.

Return Process

To initiate a return, please contact us at info@mirtevaneijl.com with your order number and reason for return. You are responsible for the cost of return shipping unless the product is defective or damaged upon arrival.

Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, a refund will be processed to your original method of payment within 10 business days.

6. Warranty

All products come with a 12-month warranty against manufacturing defects. This warranty does not cover damages caused by misuse, normal wear and tear, or unauthorized modifications.

7. Privacy Policy

Your privacy is important to us. We collect and process personal information in accordance with our Privacy Policy, which can be found on www.mirtevaneijl.com. By using our website, you consent to the collection and use of your information as outlined in the policy.

8. Limitation of Liability

To the fullest extent permitted by law, Studio Mirte shall not be liable for any damages (including but not limited to direct, indirect, incidental, punitive, or consequential damages) arising out of the use or inability to use our products or services.

9. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the Netherlands. Any disputes relating to these terms will be subject to the exclusive jurisdiction of the courts of the Netherlands.

10. Changes to Terms and Conditions

We reserve the right to update or modify these terms at any time without prior notice. Any changes will be effective immediately upon posting on this page. Your continued use of our site constitutes acceptance of these revised terms.

11. Contact Information

If you have any questions about these terms and conditions, please contact us at:

- Email: info@mirtevaneijl.com

- Phone: +31 641476179