

Warranty & return information

Returns

You have the right to cancel your order up to 14 days after delivery without providing a reason. You have another 14 days after cancellation to send back your product(s). You will then receive a refund of the full order amount, including shipping costs. Only the costs for returning the product(s) to the webshop are at your own expense. If you exercise your right of withdrawal you will return your product(s) together with all its accessories and - if reasonably possible - in its original condition and packaging to art's excellence. To exercise this right, please contact us through info@artsexcellence.com. We will then refund the order amount within 14 days of registering your return, providing we have received the product in good order.

Custom made products

The right of withdrawal does not apply to products from our webshop that are custom-made for you, according to specifications you have entered. Consequently, those sales are final once a successful payment has been made.

Sealed Products

You have the right to cancel your order up to 14 days after delivery without providing a reason, on condition that the seal is unbroken. If the seal is broken, the purchase is final and you can no longer return the goods to us.

If you exercise your right of withdrawal you have another 14 days after cancellation to send back your product(s). You will then receive a refund of the full order amount, including shipping costs. Only the costs for returning the product(s) to the webshop are at your own expense. These costs are approximately €7.25 per package. For the exact rates please check the website of your parcel service.

If you exercise your right of withdrawal you will return your product(s) together with all its accessories and - if reasonably possible - in its original condition and packaging to art's excellence. To exercise this right, please contact us.

We will then refund the order amount within 14 days of registering your return, providing we have received the product in good order.

How we refund the amount depends on the payment method chosen at the time of ordering. This means that there may be some working days between the moment we deposit the refund and the moment the amount is refunded to your account.

Warranty

We care about our products and obviously do our very best to deliver them to you in perfect condition. Yet it sometimes happens that an order is damaged during transport, or something else happens that could lead to a warranty claim. Legally, you are required to report a defect to us within two months after discovery. If the defect is covered by the warranty, we will take care of repair or replacement free of charge.

For all products in the art's excellence webshop a warranty period of at least 1 year applies. Most products have a warranty period of two years. A differing warranty period will be mentioned with the product on the product page, but errors in the mentioned warranty periods are not excluded. All products sold by art's excellence are sourced from the authorised Dutch distributors. During the warranty period, defects (not caused by attributable damage) will be repaired free of charge in accordance with the European warranty provisions.

In case of defect, you can return the affected product. We request that you ship the device in its original packaging. Transport damage resulting from the absence of the original packaging will be at your expense.

If you want to send a product back to our webshop for repair within the warranty period, please contact us.

In these cases, the shipping costs to the webshop are at your expense.

After repair or replacement of the items sent by the customer for warranty, art's excellence will ship the items back to the specified delivery address. If it turns out that the information is not correct, the customer is held liable for the delivery. In this case, art's excellence is not liable for errors in name and address information.

Company information

art's excellence
Weerijssingel 59
4812 AC Breda
info@artsexcellence.com
+31 6 29 000 581

BTW NL 852815864B01
KvK 57971137

Cancellation form

(fill in and return this form only if you want to cancel the agreement)

— to:

art's excellence
Weerijssingel 59
4812 AC Breda
info@artsexcellence.com
+31 6 29 000 581

— I/We (*) hereby inform you that I/we (*) cancel our agreement concerning the sale of the following goods/delivery of the following service (*):

— order date:

— order number :

— delivery date:

— name/names:

— address:

— IBAN bank account number:

— signature:

— date:

() Strike out what does not apply.*