

# Right of withdrawal

Buyers have the right to withdraw from the contract within 14 days without penalty and without justification. The withdrawal period will expire 14 days from the day of delivery.

In the event the Buyer wishes to make recourse to this right, he/she is required to notify the company of his/her decision to withdraw from this contract by an unequivocal statement (e.g. in writing by mail or e-mail). The buyer may use **the model withdrawal form (find here below)**, but it is not obligatory. The right to withdraw does not apply to professional buyers.

The Buyer may not exercise the right of withdrawal for the following goods:

- made to measure goods, goods made to your specifications
  - goods that, by their nature, cannot be returned
  - perishable goods
  - newspapers, journals and magazines
  - audio or video recordings or computer software, if you have opened the packaging
- The right of withdrawal is only valid if the items are returned within 10 days from the day on which the Buyer communicated her/his withdrawal from the contract to the company.

All returned goods must be returned unused, undamaged and in the original packaging accompanied by order number. If the sender of the returned items cannot be identified, the return will be refused.

## **The Buyer is responsible for the direct cost of returning the goods.**

Iksnaperniksvan will refund the returned goods within 14 days from the receipt of the returned goods, provided that all conditions as described above are complied with. The refund amount can not exceed the actual amount paid by the Buyer. Used vouchers will be refunded and can be reused for a future purchase.

# Model withdrawal form

(If you wish to withdraw the contract, please fill in this form and send it back to us.)

1. To:

Atelier Kapnos (iksnaperniksvan.shop)

Populierstraat 86

2565MN The Hague

Netherlands

Email: [atelier.kapnos@gmail.com](mailto:atelier.kapnos@gmail.com)

2. Withdrawal:

I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale for the provision of the following product:

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3. Ordered on (\*)/received on (\*):

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4. E-mail address of registration to enable a refund:

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5. Name of consumer(s):

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6. Address of consumer(s):

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7. Date:

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8. Signature of consumer(s) (only if this form is notified on paper)

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9. (\*) Please delete as appropriate.