

Terms and Conditions - v3

studio-erik-stehmann-webshop

18-02-2016

WORLDWIDE DELIVERY

We ship worldwide, for the country overview have a look at the drop-down menu in the ordering process. We will keep adding more countries with time, but if your country is not listed at this moment please contact us for a more personal ordering process.

DELIVERY TIMES

From the moment we receive your payment, we will do everything we can to deliver your items in a timely fashion. Items in stock will have a delivery time of 4-5 working days. An estimate of the expected delivery time can be found at each item on the product page at the Studio Erik Stehmann Webshop. Goods, which are in stock, are generally dispatched with 48 hours of completion of the order and payment process.

ON DEMAND ITEMS

These items will be made specifically for you and therefore may take longer, 6-8 weeks. For On demand items we are unable to offer refunds or exchanges. This includes all on demand items as well as orders that have been placed into production as per the customer's individual specifications: eg. A specific finish or tailored dimension.

PAYMENT METHODS

Studio Erik Stehmann Webshop offers the following payment options:

- Ideal, mainly for customers in the Netherlands
- Pay at pick-up, this means you will collect the ordered items at our studio in Arnhem (The Netherlands)
- Bancontant / Mister Cash, mainly for customers in Belgium
- PayPal, During the payment process you will be re-directed to PayPal and can process the payment. Your PayPal account will be charged at the end of the order process.
- Creditcard
- Payment in advance (through bank transfer)
- Sofort Banking / DIRECTebanking
- Bitcoins, yes we accept Bitcoin payments!

VAT & TAXES

Deliveries to private customers within the EU are liable for Dutch VAT (current rate 21%).

Companies with a valid VAT ID can order free of Dutch VAT. Please add your VAT number to the relevant box during the order process. Further costs, including any customs taxes or local VAT, are not included and are calculated by the local customs authorities based on the value and nature of the goods. These costs are to be paid directly to the local authorities. In general customs duty is not charged as the majority of our products are produced in the EU. We do however recommend that all customers in non-EU countries check with their respective authorities before ordering. The taxable value is defined by the value of the goods, the shipping costs and all payable taxes.

Charges such as import duties or during import declaration are for the buyers expense. Business and individual clients should acknowledge the risk of international shipment. Shipments of large items or bigger quantities outside the European Union require a Customs broker and ISF procedure to declare the goods in your country.

Please check with your local customs office for exact information.

SHIPPING

Product prices listed on this website are inclusive of Dutch taxes but exclusive of Shipment costs. The Shipping costs are dependent on your delivery address. Shipment costs will be calculated in your shopping cart. Simply select your country from the drop-down menu in the shopping cart.

SHIPPING OPTIONS

All orders are shipped by Road and/or Air freight. Studio Erik Stehmann will select the best method of shipment for your items. All mentioned delivery/ ship times are approximate only.

SHOWROOM

You can visit our studio in Arnhem only on appointment.
Contact us on: +31 (0)6 44 982 046 or info@erikstehmann.nl

PRICE & DISCOUNTS

All the mentioned prices on the website include 21% VAT and are subject of writing or printing errors.
All offers are valid until the indicated expiry date and are subject to availability.

DAMAGE & RETURNS

Upon receipt of the goods please check the packaging for any obvious signs of damage and report this on the delivery note. We advise when receiving damaged packaging, to not accept this from the carrier.

If received, please make pictures of the damaged parcel before you open it. Otherwise we are not able to claim an amount from the shipper for the damaged goods. Next, check the content for damage. Please email pictures of the package and the damaged goods to info@erikstehmann.nl

Should upon unpacking the goods any previously undetected damage be found please contact us.

All damages must be reported within 7 days together with evident pictures.

This can be notified by post or email to us. We will contact you within 48 hours after receiving your report.

RETURNS

Before returning any items please report our office first at (info@erikstehmann.nl) that will organise the procedure. All purchases can be returned within 14 days after you receive them. Should you be unhappy with the quality of the delivered goods, please inform us as soon as possible, quoting your order number as reference. We can then organize an exchange or return of the products. We can only accept returns without any signs of usage and in the original packing. If the goods are in any way damaged, we reserve the right to deduct an appropriate value from the refund. This right of return does not apply in the case of specially commissioned (colours or sizes) orders or in case of reduced-price goods.

We cannot be responsible for any returned items that are lost or damaged from the Post service. We strongly advise to use registered and insured delivery. We do not refund the costs of postage and packaging from the original order. Shipping costs for returning are for account of the customer. Refunds are transferred within 14 days after receiving the returned good(s).

CANCELING

Cancelling an order is possible only when you contact us within 24h by phone or by email at info@erikstehmann.nl. Then we will confirm this cancellation to you by email. After 24 hours it is not possible to alternate or change orders. With On Demand items (tailored dimensions, custom colours other than our standard collection) we are obligated to charge 100% of the amount of the invoice after the 24hours. Refunds are transferred within 14 days after cancellation.

NEWSLETTER

Studio Erik Stehmann launches new innovative products every year. With the newsletter we will keep you informed about all news and developments. From product launches, projects, fairs, ideas and more. You can signup to the Studio Erik Stehmann newsletter at the bottom of our page, or upon checkout. You will receive a Studio Erik Stehmann newsletter about 2 times in a year.

DISCLAIMER

The information on the Studio Erik Stehmann Webshop and website are compiled with most care, but the accuracy and completeness cannot be guaranteed. The Studio Erik Stehmann Webshop provides through this website merely information about the products and services offered by Studio Erik Stehmann. Changes can be made without prior notice.

Studio Erik Stehmann accepts no liability for any malfunctioning of this website. Studio Erik Stehmann accepts no responsibility for errors and omissions in the information contained on the website of the Studio Erik Stehmann Webshop (technical) and rates. Colours on the screen may differ from the products colours in reality. Therefore, when in doubt, ask for the used RAL colours.

Although Studio Erik Stehmann is doing everything in its power to prevent abuse, the Studio Erik Stehmann Webshop is not liable for any information and / or messages that are sent over the Internet by users that make use of the website or the name of the brand Studio Erik Stehmann.

TERMS & CONDITIONS

Download the Studio Erik Stehmann Terms and Conditions in pdf.

PRIVACY & COOKIES

1. Information provided by the customer to Studio Erik Stehmann Webshop can used for the following purposes:
 - 1.a. The processing of the order.
 - 1.b. The sending of one or more messages that relate to the order, but not limited to one, such as, an email confirming the order.
 - 1.c. The (incidental) marketing a product, extra information, product care, etc., of which Studio Erik Stehmann thinks that it can contribute to the attention and to a more successful website for the client.
2. Information supplied by the customer to Studio Erik Stehmann will never be passed to third parties.

However, there are exceptions to this rule:

- 2a If a court order has been issued to provide data.
3. The data that the customer provided to Studio Erik Stehmann will be stored in a secure environment.
4. The customer always has the ability to change the information given.

Studio Erik Stehmann can ask the client in such case to pass the amendment in a manner prescribed by Studio Erik Stehmann and in some cases, identification may be required.