

## **General Terms and Conditions – Webshop Studio Elise Berkvens**

### **1. General**

These conditions apply to all orders placed via the webshop of Studio Elise Berkvens. By placing an order, you agree to these general terms and conditions.

### **2. Products**

The works in the webshop are original paintings, plexiglass works or high-quality reproductions. Colors may differ slightly from reality due to screen settings. Each work is carefully packaged and treated with care.

### **3. Order & Payment**

You can pay securely via the webshop using the provided payment methods. When collecting from the studio, payment by bank card or credit card via our payment terminal is possible. An order is only final after receipt of payment and confirmation by e-mail.

### **4. Delivery options**

#### **4.1 Collection from the studio (free of charge)**

You can collect your order free of charge from the studio at Vogelzangstraat 39, 3520 Zonhoven. We will contact you to arrange a collection time.

#### **4.2 Delivery by the artist**

Do you live within a certain radius from Zonhoven 3520? Then you can choose to have us deliver personally. For this we charge a fixed delivery cost. This cost will be automatically added during selecting your location, in case this option is possible.

#### **4.3 Shipping**

Shipping costs depend on your location and the size of the artwork ordered. Your rate becomes visible during the procedure of your purchase.

### **5. Delivery costs (plus additional insurance fee, see point 8 below)**

Pick up: Home delivery:

A fixed cost of 15 euro's calculated from Zonhoven 3520.

Shipping according to current rates:

We apply fixed shipping fees for all the artworks.

### **6. Delivery time**

Pick-up and deliveries are scheduled in mutual consultation. Shipping normally takes place within 5-7 working days after payment, unless otherwise communicated.

### **7. Cancellation or return**

Due to the unique and personal nature of each artwork, all sales are final. We do not offer returns or exchanges once a piece has been purchased, except in the rare case of damage occurring during shipping.

In case of visible damage upon delivery, please report this immediately to the courier and contact us within 24 hours.

(see point 8 below)

## **8. Liability and Shipping Insurance**

We are not liable for delays or damages caused by third-party transport services. However, all artworks shipped via Parcelparcel are covered by a mandatory transport insurance, arranged by us on behalf of you, the buyer.

This insurance covers damage or loss during shipping. The cost of this insurance is automatically included in the shipping fee and amounts to a base rate of €15. For artworks valued above €1950, shipping insurance is calculated at 1% of the artwork's value. Upon delivery, visible damage must be reported immediately to the carrier and to us, preferably with photos of the packaging and the artwork. Any claim must be filed within 24 hours of receipt in order for the insurance to be valid. By placing an order, you, the buyer agrees to cooperate with the claims process in case of damage. Please note: we ensure careful packaging and professional handling, but once the artwork is handed over to the carrier, any liability for damage or loss is covered by the insurance, not by us.

## **9. Retention of title**

All delivered works remain the property of the artist until full payment has been received.

## **10. Contact**

For questions about your order or delivery method, email [elise.berkvens@telenet.be](mailto:elise.berkvens@telenet.be). (when needed, provide your phonenumber and I'll call you a.s.a.p.)