

Terms and Conditions - v3

Angels&Co

06-01-2025

TERMS OF ANGELS & CO.

Angels & Co is the webshop of Angel Light Heart®. If you place an order with ANGELS & CO you agree to the terms and conditions as provided. So please make sure to read it!!
By placing an order you enter into a legally binding contract to purchase items, and you are therefore obliged to pay.

TO ORDER

Make sure payment is done within 8 days. If we have not received your payment within 8 days, you will receive a reminder via email. You then have 7 days to pay. You will receive a second reminder after this, with again 7 days to pay. For the second reminder, a € 5.00 administration fee will be billed!!!
Orders are only shipped after payment is received without exception.

CANCELLATION

Cancellation of an order is possible within 24 hours after receipt of the order confirmation by email. You can only cancel your order by sending an email to cathelijne@angellightheart.nl. Please make sure to clearly mention your name and the order number.

If the canceled order has already been paid, this will be refunded within 14 days.

After receiving the payment, the order will be dispatched as soon as possible but no later than within 5 working days. Our fixed shipping day is Thursday.

The delivery is only indicative. Late delivery gives you no right to compensation or the right to cancel your order or to terminate the agreement.

Exception to the delivery time occurs when the shop is closed due to holidays. Orders will then be sent later. This will be clearly stated on the homepage of ANGELS & CO. Also, for custom-made items, the delivery can be much later. In such instances this will be clearly mentioned on the product page.

If you have questions, you can always send an email to info@angellightheart.com.

RETRUN POLICY

If you are not satisfied with the items received, then it is possible to send it back. This excludes ALL CUSTOM-MADE PRODUCTS LIKE SCULPTURES, DRAWINGS AND READINGS, as well as for BOOKS AND ARTICLES FROM THE SALE !!
If you want to return an item, it must be communicated to us with the reason. You can send an email to info@angellightheart.com. This must be done within 14 days after receiving your parcel. Only return items after you have received an answer to your email. The shipping of the items you are returning are not reimbursed by Angels & Co. The cost and risk of the return shipment are for the buyer!
You will receive the purchase price excluding shipping costs within 14 days after the return.

The return policy is void if:

The items have been used or damaged.

The return is not reported correctly and submitted.

Articles are not returned in the original packaging

For damage to items during transit by Post NL or by others, we are NOT responsible.

SHIPPING

Shipping costs are calculated based on the weight and volume of your order as well as where you are in the world.

The articles are packaged with the utmost care, but shipment is at your sole risk of the buyer. For damage during shipping by POST we are not liable. You can ask for insured shipment.

QUALITY

The colors in the pictures may differ slightly from reality. The settings and quality of your monitor may also be of influence.

PRIVACY

Internet shopping is remote buying. For some consumers this may seem unsafe because there is no personal contact between buyer and seller. Angels & Co understands this and we therefore treat your information with high confidentiality. The personal data requested when ordering, will only be used for proper handling of the order and the customer communication. Angels & Co will personally never sell your information to other parties. If personal data are required for the maintenance, management or development of this website, such information will be provided only for that limited purpose to any third parties. For statistical purposes, we maintain records of visitor numbers and frequencies. These data are not personal in nature.

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