

Terms and Conditions - v3

Marieke Jacobs

23-09-2023

- TERMS AND CONDITIONS -

PRICES:

- All prices are in EURO and include 21% VAT.

SHIPPING:

- All in stock items will be shipped within 1 to 2 business days from the Netherlands with PostNL or DPD.
- The buyer will be notified when the item is shipped.
- Buyers are responsible for any customs and import taxes that may apply. I'm not responsible for delays due to customs.

ESTIMATED SHIPPING TIMES:

- the Netherlands: 1-2 business days
- Europe: 3-9 business days*
- outside Europe: 4-14 business days*
*Customs may cause delays!

REFUNDS AND EXCHANGES:

- If you are unhappy in anyway with your purchase, you can return it and receive an exchange or a full refund (including shipping costs*). The item must be in original condition**.
- Contact me within 14 days of delivery. Items can be returned within 14 days after contacting me.
- Please contact me prior to shipping!

return address:

Marieke Jacobs
Timpweg 22
9731AL Groningen
the Netherlands

*Buyers are responsible for return shipping costs. Return shipping costs may vary depending on the service charges in your country.

**If the item is not returned in its original condition, the buyer is responsible for any loss in value.

- Custom orders can't be refunded or exchanged unless they arrive damaged or defective. If you are not happy with your custom order please contact me and we will find the best solution for your case.
- Go to Europees ODR Platform for more information about your rights as an online consumer in the EU.

ADDITIONAL POLICIES:

- All products are handmade of carefully selected genuine leather. Because every product is made by hand, small irregularities can sometimes occur. So each individual product is unique.
- Please take into account that leather can contain small imperfections, as they are part of its beauty.
- Leather is a natural material and should be treated with love!
- The colors as they appear on your screen may vary from the actual colors.

FAQ:

Where are the products made?

- Every product is designed and handmade by myself in my studio in the north of the Netherlands.

Do you use 100% leather?

- Yes, all products are made of carefully selected genuine leather.

Where does the leather come from?

- For the current collections I mainly use fine Italian leather and sometimes leftover stock from the European leather industry.

Do you ship international?

- Yes I ship worldwide! If your country is not listed please contact me and we'll arrange it.

Do you sell wholesale?

- Yes I do. Please contact me.

The item I have seen has sold out. Will you be making more?

- I would love to make a new item for you. This depends on whether the leather is still in stock. If not, we can choose a similar or a different color leather.

Another question?

- Don't hesitate to contact me for any further questions.