

Terms and Conditions - v3

renske-versluijs

02-06-2020

Delivery

We will ship your order between 14 and 30 days after receiving your payment.
For orders over €500 within Europe, we offer free shipment.

When will your order arrive?

Netherlands 1 to 2 business days

Europe 2 to 4 business days

International 5 to 10 business days *

* International shipments might be held up by customs, please keep this in mind when ordering. we cannot be held responsible for this delay.

International shipments (outside EU)

Please note: additional import duties, taxes, and charges are not included in the item price or shipping cost. These charges are the buyer's responsibility. For more information please check with your country's customs or postal office to determine what these additional costs will be prior to buying.

Returns and exchange

We hope you are happy with your purchase. If you are unsatisfied, please contact us within 14 days to return or exchange your item(s). After 14 days the sale becomes final.

- Only unused, undamaged items can be returned for an exchange or a refund.
- Returned items must have the original (price)tags attached and original invoice included in the package. Exchanges are possible if the item is in stock or if we have the leather in stock.
- Exchanged items will be sent out upon arrival of the returned goods.
- Refunds will be made within 7 days after receiving the returned product.
- Returns are at your own expense and risk. We recommend that you send the item using a carrier that insures you for the value of the goods and provides you with a track and trace number.
- International custom duties and taxes will not be refunded.

Damaged goods

We do our best to ensure your order reaches you in perfect condition. If this is not the case please contact us as soon as possible, but within 14 days after receiving the garment. Always check your order upon arrival. Please contact us before sending anything back.

Maintenance

In the collection two types of leather are used, nubuck leather and metallised leather. The nubuck leather is treated with a water and dirt repelling spray. We advise you to repeat this once a month. The metallised leather is used in the colour copper and doesn't require any maintenance.

Payment

- iDeal: For Dutch customers only.
- PayPal: If you have a PayPal account, select the option at checkout and you will be redirected to PayPal.
- Credit card: You can pay safely online with Visa, MasterCard and Amex.
- Bancontact: For Belgian customers only.
- Sofort banking: for German costumers
- Bank transfer: Please select the option upon checkout and we will send you an invoice by email. The item will be send after payment.

Prices

All prices are ex. 21% Dutch VAT. VAT will be automatically calculated at the checkout when applicable

Our studio is open on appointment

Renske Versluijs
Europalaan 2B
3526 KS Utrecht
The Netherlands

Privacy notice

We are committed to protecting your privacy and meeting the requirements of applicable data protection legislation. When you shop on www.renskeversluijs.com, we require information to process your order, ensure safe and secure delivery, and to make your visit to the website a more enjoyable shopping experience.

We process your personal data for the following purposes:

- To handle your payment
- To carry out our services and deliver goods to you
- To inform you about our services, products and changes to our services and products
- To communicate with you via email or phone

We do not, and will not sell or share any of your personal data to any third party. Data will however be shared with transaction and delivery services provided in the webshop.

We use cookies when you visit our site. A cookie is a small data file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. These are used for analytical purposes and to ensure that the website works properly.

For any further questions please contact info@renskeversluijs.com