

Terms and Conditions - v1

vannesamontoya

23-09-2021

General terms of business

Ordering

After receipt of the order and payment, your order will be processed as soon as possible. You will receive a confirmation of your order by e-mail.

Payments

In the webshop you can pay via iDEAL, S€PA or credit card.

The amount can also be transferred to the bank account of Vannesa Montoya: NL31 TRIO 0379543699.

Pinning is also possible when picking up your order in the studio. All prices are including 21% VAT.

Shipping

Your order will be sent by registered mail with Post NL.

For orders in the Netherlands no shipping costs are charged.

It is also possible to pick up your order at the workshop.

For shipments outside the Netherlands shipping costs are charged.

As soon as your order is shipped you will receive an e-mail with a track and trace code to follow your order.

Delivery times

On the product page there is an indication of the delivery time for each piece of jewellery.

Each piece of jewellery is handmade with great care, therefore we use a delivery time between one and three weeks.

If, for any reason, we cannot meet this delivery time, we will inform you as soon as possible.

If you wish to receive a piece of jewellery before a certain date, please contact contact@vannesamontoya.com before placing the order.

Cancel

If you wish to change or cancel your order, you must do so as soon as possible. You can do this by e-mail (contact@vannesamontoya.com) or by phone (number +31 0626841666). Changing or cancelling your order is only possible if it has not been sent yet. Custom orders cannot be cancelled or exchanged. If you are not satisfied with the result, please let us know within two weeks. We can then look for a solution together.

Exchange and return

All jewellery are made with great care. If you are not satisfied with your purchase, you can return it within 14 days after receipt, unworn and undamaged in the original packaging. Jewellery that has been custom-made for you cannot be cancelled or exchanged.

Returns must be notified in advance to contact@vannesamontoya.com.

The costs and insurance of the return shipment are for your own account. This also applies to items that are sent to us for repair.

Send the package with the accompanying invoice and your name and address to:

Vannesa Montoya
Zeeburgerdijk 254
1095 AG
Amsterdam

You can only exchange or return items purchased through the webshop. You will receive the purchase price excluding shipping to your account refunded within 14 days after returning.

Warranty

We offer a 1-year warranty on material or construction defects. Excluded from warranty are wear and tear, wear and tear of gemstone/diamond settings and breakage or loss of gemstones and diamonds.

In the unlikely event that your piece of jewellery breaks during normal use, please contact us via contact@vannesamontoya.com.

We will ask you to send the jewellery. The costs and insurance for this shipment are for your own account. We will take the costs for sending back the repaired jewellery.

Disclaimer

All prices and information on this site are subject to errors and changes. Vannesa Montoya makes every effort to make the information it offers on this site as complete and accurate as possible. All information is subject to price changes, typing errors, mistakes and market developments.

Contact details

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Netherlands

Company data

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