

IDENTITY OF THE ENTREPRENEUR

Chandelene Steyn

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CONTACT

- If you have any questions, please contact me at hello@stainartanddesign.com with your order number and full name. Messages sent through social media regarding your order will not get processed.

SHOP AND PRODUCTS

- I'm a one-woman-business. I create, pack, and ship all orders myself. I'm not a big company and I can not compete with their services. It's very different from big (warehouse) webshops. Same day-shipping for example isn't possible nor can I offer certain services big companies can offer. But that means every single order received is appreciated and valued, they keep my business afloat and support me and my art directly. A lot of love and care is put into each and every order.
- All products are either handmade or produced in the Netherlands or the EU. Art prints and artistic stationery are printed in the Netherlands on either high-quality FSC paper or paper made from agricultural waste such as leaves and stems of grain and sugar cane, which would normally be lost during harvest. The paper type for prints and stationery is clearly stated with each product.
- Please note that the actual product might look different in real life as every screen has different settings. The images accompanying products are a true representation of the product, but I cannot guarantee that the displayed colors correspond exactly to the real colors of the products.
- Buying a product means you're buying an item you can use, but not the copyright. This means you can use the product but you can not reproduce it. It's not allowed to copy the product you bought, or use it for commercial purposes. If you do want to use it for commercial purposes please get in touch with me at hello@stainartanddesign.com. Copyright remains in all instances with Stain Art and Design.

ORDERING

- No order confirmation received? Please check the spam folder of your email inbox. Another possibility is that you used one of your other email addresses for the order. If you can't find it, please send me an email and I will resend you the order confirmation, no problem.
- When you order you will not find receipts/invoices in the package, this is all sent through email. You can safely order this way. If you would like to have a printed invoice with your order please let me know via email before shipping and I will gladly include it with your package. Please keep the environment in mind before requesting a printed invoice.

- If you're ordering something for someone else and want to have it delivered at a different address, please fill out that address there. Your order will be shipped to the address you fill out in 'billing & shipping'.
- I put a lot of care in packaging every order but unfortunately, I can't offer special or themed gift-wrapping or wrapping all individual items. Please leave your name in the notes section at checkout so I can write on the packaging who's gifting it and if you want to include a special message please add it with your name and I will gladly add a complimentary postcard with your message.
- Pre-orders will be shipped out on the date mentioned on the product page. Placed a pre-order along with readily available items? Everything will be sent to you in one shipment when the pre-order item is available. If you need the other items sooner, please order them separately from the pre-order item.
- Please check if the items in your cart are correct before placing your order. I can not be held responsible if you ordered the wrong or too many of an item.
- It's not possible to request a specific number for numbered prints. Prints are sold in the order they are purchased.
- Due to time restraints, I don't take on personal commissions nor do I customise products.

PAYMENTS

- You can pay with iDeal or PayPal in my shop. On checkout, you will find your options. If a payment method is not included then, unfortunately, paying via said method is not possible at the moment.
- Got a discount code? Discount codes can be filled out in the checkout process, below the total costs. They need to be filled out during the payment process as they can not be entered after the final step. There are no refunds possible afterward so please make sure you fill out the code in the ordering process.
- All prices displayed are including taxes

SHIPPING

- Make sure you enter your address correctly. Please double-check if you have entered the right address before pressing 'send'. Your order will be sent to the exact address you filled out in 'billing & shipping'. Made a mistake? Contact me asap and I'll fix it. If you have filled out the wrong or incomplete address and your order has shipped out, it's possible your order will not arrive. I do not take responsibility for this so please make sure you check it carefully.
- All orders are shipped out on Tuesdays and Thursdays unless noted otherwise. All shipping is done by hand and by myself so I don't do next-day shipping or delivery.

- Please note, it's not possible to choose a custom shipping date.
- All shipping costs include postage, packaging, and processing of the order. All orders are sent through the SendCloud service which helps to choose the lowest rate possible according to your location, package weight, and size. Unfortunately, sending packages is not cheap and as I'm a small webshop I cannot make deals with this service for cheaper rates. This means shipping costs are non-negotiable. Shipping costs are based on the total weight and size of the parcel.
- Shipping includes two options, a standard package or a mailbox package. Shipping can also be done either to a collection point if this is available in your country, to your mailbox, or to your door. All options will be included at check out and will influence the final price of shipping your package.
- Before choosing a mailbox package please make sure your mailbox is big enough to receive the package otherwise please opt for the standard package delivery.
- Please note that if you ordered a product that is bigger than a mailbox size, mailbox packaging will not be possible.
- Unfortunately, there've been plenty of occasions that a mailman folded envelopes to fit in the mailbox, so please check if it's big enough before choosing this option. Mailbox maximum package size: 38 x 26 x 3 cm (l x w x h)
- I ship to the countries that are listed on checkout. If your country isn't listed I can't ship to you.
- The customs service in your country might take a longer period of time to send the package to your place. This is the reason some delivery times may vary. The timings usually are:
 1. Netherlands: 2-5 days
 2. Europe: 5-14 days (currently up to 4 months due to Covid-19)
 3. United Kingdom: 5 – 14 days (currently up to 4 months due to Covid-19)
 4. The United States and Canada: 10-30 days (please note that some letters and packages might stay at border control a bit longer) (currently up to 8 months due to Covid-19)
 5. Australia: 10-30 days (currently up to 8 months due to Covid-19)
 6. Rest of the world: 1-8 weeks (currently up to 8 months due to Covid-19)
- Some postal services keep packages and envelopes for longer periods of time at their centers, or at border patrol. It might take up to 6 weeks within Europe before they transit the package. Within Europe, please allow a maximum of 6 weeks for arriving, and outside Europe 12 weeks.
- Occasionally border patrol will open packages and envelopes to check the contents. Please contact border control in your country to ask for more information.
- Additional taxes for your package to enter your country are at your own expense.

- Within the Netherlands: Every item is available with Track and Trace. If you choose to send it without track and trace, it cannot be traced.
- Outside the Netherlands: You can choose your preferred shipping method, shipping with track and trace is available, as is insured shipping. When you pick '(International) shipping with track and trace', you can see where your package is located and file a complaint when your package is damaged.
- Please note that packages with track and trace take longer on average to arrive than regular packages as they get stored at border control longer.
- If you choose to have your order shipped without track and trace it cannot be traced. After your order has been shipped I cannot add track and trace as this has to be added before an envelope or package has been shipped out.

REFUNDS AND EXCHANGES

- If you've received the wrong item please email me as soon as possible. Please email me a photo of your order as you received it and your order number. I will send you the right item at my own cost of course.
- I accept returns due to change of mind as long as a request to return is received by us within 14 days of receipt of item, and are returned to us in original packaging, unused, and in resellable condition. The refund paid is the value of the product and shipping costs. Return shipping will be paid at the customers' expense and will be required to arrange their own shipping. Once returns are received and accepted, refunds will be processed.
- Damaged package? So sorry that has happened! Please send me an email as I want you to be happy and I will try to come up with a way to make it up to you. If the order arrives damaged due to mishandling by your postal services, please get in touch with your national or local postal service to file a complaint.
- Lost package? Please check first which address you filled out and make sure that's correct. If you filled out the wrong address, I advise checking the address you filled out and see if it's arrived there. I can not be held responsible for address errors.
- If you chose '(international) shipping with track and trace', you get a track and trace code to see where your package is at that moment. With insured shipping, I can get a refund from the courier or postal services, though please note that they are allowed to deliver the package within one year after sending it without refunding money.
- If you have chosen shipping without track and trace I can't track it for you. Although it's just me running my shop (I'm not a big business) I do always try to find a solution where I can so send me an email please!