

STORE POLICY & SHIPPING AND RETURNS

PLACING AN ORDER

1 When directed to enquire about price, please contact us.

2 When the cart option is activated you can place an order to purchase a product from Anne Ahau - Online Art Gallery's website, at the checkout you will need to agree to our Terms & Conditions. Please check our policy before purchasing any item especially regarding placing an order, delivery, and returns and cancellations.

3 After checkout, we will send you an e-mail confirming receipt of your order and containing the details of your order. This order acknowledgement email is not an acceptance of the order by us and does not guarantee the fulfillment of the order.

4 If there are any problems or difficulties with your order at this stage, a member of the team will contact you to explain the issue and seek a resolution.

5 All goods are supplied subject to availability.

6 For all limited edition art print-products, posters and postcards a contract of sale will exist between you and us with the confirmation email. This confirmation email will constitute an acceptance by us of your request, to buy the product(s) listed. It furthermore will entail the invoice for the product and an invoice with the accurate shipping costs included. You have 24 hours to cancel your order and we will fully refund you. After 24 hours the order is final. If the shipping costs are still open to pay, you have 3 days to comply.

7.1 For all Soul Portraits a contract of sale will exist between you and us, when the artist Anne Ahau has accepted the request to make the portrait. At that point, we will send you a confirmation email + invoice. This confirmation email will constitute an acceptance by us of your request to buy the product listed. The invoice is entailing the price of the product + the shipping-costs. The total sum is split into two equal amounts. One half we request to pay directly. When the money has arrived, Anne Ahau will start with the portrait. The second half must be paid after finishing and before shipping the portrait. If you like, we can already send you a photo of the portrait.

7.2 However, if there is a waiting list on this product and the artist Anne Ahau has accepted the request to make the portrait, we will still send you a confirmation email + invoice. This confirmation email will constitute an acceptance by us of your request to buy the product listed. The invoice is entailing the price of the product + the shipping-costs. The total sum is split into 3 parts. 20% we request to pay directly. 30%, we request to pay when Anne Ahau will start with the portrait. The rest (50%) must be paid after finishing and before shipping the portrait. If you like, we can already send you a photo of the portrait.

8 For all free work, unica on paper, the contract of sale will exist between you and us when we send a confirmation email. This confirmation email will constitute an acceptance by us of your request to buy the products listed. It furthermore will entail the invoice for the product + the accurate amount of the shipping costs. After having received the money, you have 3 days to cancel the order and get full refund. After that we will ship the artwork with the prior agreed method and provider to you.

9 We may decline to supply the products to you without giving any reason. We are entitled to withdraw from any contract in cases of errors or inaccuracies regarding the information appearing

on our website or in the order.

10 Payments to Anne Ahau - Online Art Gallery shall be made in Euro's. If payments are made in a foreign currency, any exchange loss shall be borne by the customer. Any taxes, costs and charges incurring in connection with the payment (including any bank charges paid by Anne Ahau - Online Art Gallery) shall also be borne by the customer.

11 Customs duties and taxes within the European Union: No additional taxes or customs duties are charged for articles that are shipped within the European Union.

DELIVERY

1 When you buy an original artwork, you have a choice to arrange delivery yourself or to benefit from a shipment directly to you, by us. The shipping is not included in the total price of the original artwork.

2 If you prefer to arrange delivery yourself, please contact us at anneahau@gmail.com

3 If you chose to have the shipment of an original artwork (soul portrait or free work on paper) organized by us, we will put together the best – i.e. the fastest and safest – shipping for you. In this case, we are happy to organize it for you. We reserve the right to decline delivery to some destinations.

4 The original artwork will be ready for shipment within 5 working days of receipt of the full payment for the artwork. We will make every effort to deliver your order as scheduled, but delays can occur for a variety of reasons. We shall incur no liability for any delay or failure to deliver products within estimated timescales.

5 We do not deliver to post office boxes.

6 We process and ship orders during our normal office hours. These are Monday to Friday from 10 am to 6 pm CEST (excluding public holidays). Dispatch might take longer due to COVID-19 pandemic.

7 The shipping of fine art prints in Netherland is free. The Anne Ahau - Online Art Gallery reserves the right to decline delivery to some destinations.

8 Delivery of canvas paintings, big work on thick paper (640gr), to any destination, will be arranged through Courier.

RETURNS & CANCELLATIONS

1.1 We would like to keep you as a happy customer. If you have ordered an original painting or mixed media on paper, you have the right to cancel your order if it has not yet been dispatched. In this case, we will refund the full amount paid for this order within 7 days.

1.2 If you have ordered a Soul Portrait, you have the right to cancel your order if the artist Anne Ahau has not yet started working on it. In this case, we will refund part of the down payment you

have done (either 50% or 20%) for this order within 14 days. 10% of the down payment, we will keep.

2.1 In case of receiving a damaged artwork, you must notify us during the next 24 hours after the delivery takes place at anneahau@gmail.com and send us photographic evidence of the damaged artwork and packaging.

2.2 If you are returning the artwork, it must be returned in the original packaging materials used by us. If you have already disposed of the original packaging, you will be responsible for purchasing packaging materials to send the artwork back safely to the artist. If the conditions above are met, we will refund your money within 14 days of the artwork being received by us. The money will be refunded to the account from which it came. Anne Ahau online art gallery is not responsible for undelivered returns.

3 The conditions above are drawn from Dutch law. But because we, who are the sellers, and our customers, who are the buyers, may well both reside in countries other than the Netherlands, different regulations may supersede these conditions.

4 Custom-made articles (digital prints – giclée, posters, postcard) can generally not be returned or exchanged.

Bank Details & Payment Methods

Banking details:

NL81 INGB 0007411787

BIC: INGBNL2A

Name: Anne Ahau

KVK-nr: 34354475

You can pay with:

- Credit / Debit Cards

- PAYPAL

- Molly

- Offline Payments