

Purchase Policy

Placing an order

To place an order send me an email with your contact information and specifications of your chosen item(s). Within three working days you will receive your invoice and additional information on payment and shipping. If you discover any mistakes in the information, please contact me as soon as possible, and I will hopefully be able to correct it before shipping.

All prices are including 21% Dutch vat. If your delivery country charges customs or import duties you will have to pay these charges. If you have questions regarding this you can contact your local customs office for information.

Shipping

I will specify the shipping costs in my email to you. Prices as shown in the webshop include free shipping within the Netherlands. Depending the weight of your purchase, costs will start from around €0,- to €2,- in the rest of Europe. We also ship outside Europe.

When I have received your payment I will send your purchase to the given address within five business days. If the delivery for some reason will take longer, I will contact you by email. You can also pick up your order in my studio on an agreed date & time.

Cancellations

Should you change your mind please let me know within seven days after ordering quoting your name and the order reference number. I will then cancel your order.

Refunding policy

If, after receiving your ceramics, you are not completely satisfied with it, please contact me. You have the right to cancel your purchase within 14 days and an additional 14 days to return it to my studio. All returns due to regret, are on your own expense. I will refund only the item costs. The piece must not be used before returning it. Please wrap and pack very carefully, to make sure that the returned items are not damaged during shipping. If broken upon receipt, a refund cannot be issued.

The product(s) should be sent to: Anne Sey, Hoogstraat 48, 5352LC Deursen-Dennenburg, The Netherlands. Only delivery to the studio is accepted. NOT to Pakketshop, COD or the likes.

Warranty

You have a 6 months warranty on your purchase and have the right to complain if anything is wrong with it. It is of course a requirement that the complaint is justified and that the defect is not caused by incorrect use of the product or other injurious behavior.

If a piece is damaged during shipping from me to you, I will replace or refund it. If a piece is defective due to manufacturing defects, I will replace or refund it too. But if the item is damaged due to daily use or normal wear and tear, this is at your own risk.



Send an email stating the issue. Attach images if possible. I will get back to you with an evaluation. If the complaint is justified, we will in unison find a solution which works better. You can either get the piece repaired or replaced, refunded or a reduction in price, depending on the specific situation. I will also refund your (reasonable) shipping costs for the return. Remember to get a receipt for shipping, so the costs can be refunded.

The product and a copy of the shipping receipt should be sent in protective packaging to:

Anne Sey, Hoogstraat 48, 5352LC Deursen-Dennenburg, The Netherlands.

Only delivery to the studio is accepted. NOT to Pakketshop, COD or the likes.

Personal information

When you shop through this website the following personal information is needed:

- Name
- Address
- Phone number
- E-mail address

Personal information registered are kept for seven years after which the data will be deleted. Information provided to make a purchase in this webshop, is never transmitted or sold in any way to third parties. As registered you always have the right to object to the registration. You also have the right to inspect the information recorded about you. For more information see the privacy policy on my website and queries on this topic should be sent to info@annesey.nl.