

# General Terms and Conditions

Theodoors Artworks · Last updated: 20-05-2026

These general terms and conditions apply to all offers, orders and agreements you enter into with Theodoors Artworks. By placing an order you agree to these terms.

## Article 1 — Identity of the trader

<b>Trade name</b>	Theodoors Artworks
<b>Owner</b>	Theodoor
<b>Registered address</b>	Varenkamp 91, 7815 CB Emmen
<b>Phone number</b>	06-36555972
<b>Email address</b>	info@theodoorsartworks.com
<b>CoC number</b>	95407189
<b>VAT number</b>	[fill in]

## Article 2 — Applicability

These general terms and conditions apply to every offer made by Theodoors Artworks and to every agreement concluded between Theodoors Artworks and the consumer. Before the agreement is concluded, the text of these general terms and conditions will be made available to the consumer.

## Article 3 — The offer

All offers on the website are non-binding and valid while stocks last. Products are displayed as accurately as possible — differences in colour or detail on your screen do not constitute grounds for dissolving the agreement. Obvious errors or mistakes in the offer are not binding on Theodoors Artworks.

## Article 4 — The agreement

The agreement is concluded at the moment you have accepted the offer and the conditions attached to it. Upon receipt of your order, you will receive an order confirmation by email. Until this confirmation has been sent by me, you may dissolve the agreement free of charge.

## Article 5 — Right of withdrawal

You have the right to dissolve the agreement within 14 days without giving any reason. For the exercise of this right, I refer to my return policy. The right of withdrawal is excluded for products manufactured to specification or on request. When exercising the right of withdrawal, you may use the model withdrawal form available on the returns page.

## **Article 6 — Prices and payment**

All prices on the website are in euros, inclusive of VAT and exclusive of shipping costs, unless stated otherwise. Payment is made via the available payment methods (iDEAL, PayPal). In the event of non-payment, I may suspend the performance of the agreement.

## **Article 7 — Delivery and performance**

Theodoors Artworks aims to deliver within 30 days, unless otherwise agreed. In the event of delay, I will contact you as soon as possible. If delivery proves impossible, you may dissolve the agreement free of charge and the amount will be refunded within 14 days.

The risk of damage or loss of products lies with Theodoors Artworks until the moment of delivery to you or a person designated by you.

## **Article 8 — Conformity and warranty**

I guarantee that the products comply with the agreement, the specifications stated in the offer, and reasonable requirements of soundness and fitness for purpose. If a product does not comply, you may contact me within a reasonable period after discovery for repair, replacement or a refund. Your statutory rights as a consumer remain fully in force.

## **Article 9 — Complaints**

Complaints about the performance of the agreement must be submitted within a reasonable period — preferably within 2 months — after discovery, fully and clearly described, via [info@theodoorsartworks.com](mailto:info@theodoorsartworks.com). I aim to respond substantively within 14 days. If we cannot resolve it together, you may submit the dispute to the Disputes Committee or the competent court.

## **Article 10 — Disputes and applicable law**

Dutch law exclusively applies to all agreements between Theodoors Artworks and the consumer. Disputes are preferably resolved through mutual consultation. If this proves unsuccessful, you may submit the dispute to the competent Dutch court.

## **Article 11 — Amendment of the terms**

Theodoors Artworks reserves the right to amend these general terms and conditions. The amended terms apply to new agreements from the date of publication. For ongoing agreements, the terms that applied at the time of ordering remain in force.

## **Article 12 — Final provisions**

If any provision of these general terms and conditions is found to be void or voidable, the remaining provisions shall remain fully in force. Dutch law applies to all situations not covered by these terms.

## **Contact**

Questions about these terms? Contact us at [info@theodoorsartworks.com](mailto:info@theodoorsartworks.com) or 06-36555972.