

REFUND & RETURN POLICY

Last updated: July 20, 2026

At **NOTEBOREN ART**, every artwork is created and handled with the utmost care. We want you to be completely satisfied with your purchase while ensuring transparency and fairness for both parties. This Refund & Return Policy explains the conditions that apply to purchases made through **www.noteborenart.com**.

By placing an order through this website, you agree to the terms set out below.

1. Scope

This Refund & Return Policy applies to all purchases made through **www.noteborenart.com**, including original artworks, limited editions, art prints, commissioned works and other art-related products offered by NOTEBOREN ART.

2. Original Artwork

Original artworks are unique, one-of-a-kind creations made by the artist.

Because every original artwork is individually created and cannot simply be replaced, returns are generally not accepted except where required by applicable consumer protection laws or where the artwork arrives damaged, defective or an incorrect item has been delivered.

3. Limited Editions and Art Prints

Limited edition artworks and art prints may be eligible for return within **14 calendar days** of delivery, provided that:

- the artwork has not been displayed, altered or used;
- it remains in its original condition;
- all original packaging is included;
- any Certificate of Authenticity accompanies the return;
- the artwork is securely repackaged for safe transport.

Return shipping costs are the responsibility of the customer unless the return results from our error or from transport damage covered under this policy.

4. Commissioned Artwork

Commissioned artworks are created specifically according to the customer's wishes.

As these works are personalised and made to order:

- deposits are non-refundable once work has commenced;
 - commissioned artworks cannot normally be cancelled;
 - completed commissions cannot be returned or exchanged unless required under applicable law.
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5. Inspection Upon Delivery

Customers are encouraged to inspect their artwork immediately upon delivery.

Any visible transport damage, missing items or shipping irregularities should be reported as soon as reasonably possible. Prompt notification helps ensure that shipping claims can be handled efficiently.

6. Damaged Artwork

If your artwork arrives damaged, please contact NOTEBOREN ART within **48 hours** after delivery.

Please include:

- your order number;
- clear photographs of the artwork;
- photographs of the damaged packaging;
- photographs of the shipping label;
- photographs of the packaging materials.

Please retain all original packaging until the shipping claim has been fully resolved.

Depending on the circumstances, NOTEBOREN ART may:

- repair the artwork;

- replace the artwork where possible;
- offer a partial refund;
- provide a full refund.

Each claim is assessed individually.

7. Incorrect Orders

If you receive an incorrect artwork or product, please notify NOTEBOREN ART within **7 days** after delivery.

We will arrange an appropriate solution as quickly as reasonably possible.

8. Returning an Artwork

Before returning any item, customers must first contact NOTEBOREN ART to obtain return instructions.

Unauthorised returns may be refused.

Returned artworks must:

- be securely packaged;
- be fully insured during transport;
- be shipped using a recognised carrier with tracking.

The customer remains responsible for returned items until they have been safely received by NOTEBOREN ART.

9. Refund Process

Once a returned artwork has been received and inspected, approved refunds will normally be processed within **14 business days** using the original payment method.

Shipping costs are generally non-refundable unless the refund results from:

- damage during transport;
- an incorrect shipment;
- a verified defect;

- circumstances where applicable law requires reimbursement.
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10. Exchanges

Because original artworks are unique, exchanges are generally not possible.

If another suitable artwork is available, an exchange may be offered at the sole discretion of NOTEBOREN ART.

11. Non-Returnable Items

Unless mandatory consumer legislation provides otherwise, the following items are generally non-returnable:

- commissioned artworks;
 - personalised artworks;
 - customised artworks;
 - digital downloads;
 - gift cards;
 - artworks damaged after delivery due to improper handling, storage or display.
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12. Colour Accuracy

Every effort is made to photograph artworks as accurately as possible.

However, colours and textures may vary slightly depending on:

- monitor calibration;
- mobile devices;
- browser settings;
- ambient lighting.

Minor colour variations do not constitute grounds for a refund.

13. Certificate of Authenticity

Where applicable, original artworks and selected limited editions are accompanied by a signed Certificate of Authenticity.

If an artwork is returned, the Certificate of Authenticity must also be returned.

Failure to return the certificate may reduce the refund amount where legally permitted.

14. International Shipping

Customers outside the European Union are responsible for all import requirements in their destination country.

These may include:

- customs duties;
- import taxes;
- local VAT or sales taxes;
- customs brokerage fees;
- other government-imposed charges.

Such charges are not included in the purchase price unless explicitly stated.

15. Applicable Consumer Laws

NOTEBOREN ART is established in the Netherlands and complies with applicable Dutch and European legislation, including the General Data Protection Regulation (GDPR) and relevant consumer protection laws.

Customers within the European Union

Consumers residing within the European Union may benefit from mandatory consumer rights provided by European and national legislation.

Where applicable, consumers may have a statutory **14-day right of withdrawal** after receiving their order.

This statutory right does **not** normally apply to:

- commissioned artworks;
- personalised artworks;

- artworks customised according to the customer's specifications;
- digital products once delivery has commenced with the customer's consent.

Where mandatory consumer legislation grants rights that differ from this policy, the applicable legislation shall prevail.

Business Customers

Purchases made by businesses, galleries, museums, institutions or professional collectors acting in the course of trade are generally not covered by consumer withdrawal rights.

Unless otherwise agreed in writing, sales to business customers are considered final.

International Customers

Customers purchasing from outside the European Union are responsible for complying with the import regulations, customs requirements and consumer legislation applicable in their own country.

NOTEBOREN ART cannot be held responsible for delays, additional charges or restrictions imposed by customs authorities.

16. Governing Law

This Refund & Return Policy shall be governed by and interpreted in accordance with the laws of the Netherlands.

Any dispute arising from purchases made through NOTEBOREN ART shall be submitted to the competent courts of the Netherlands, unless mandatory consumer legislation provides otherwise.

Nothing contained in this policy limits any statutory rights granted under applicable law.

17. Contact

If you have any questions regarding returns, refunds or consumer rights, please contact:

NOTEBOREN ART

Artist: **V. NOTEBOREN (Véronique Schulpen-Noteboren)**

Website: **www.noteborenart.com**

Email: **noteboren@outlook.com**

Business registration (KvK): **42051148**

VAT number: **NL005457831B06**