

# General Terms and Conditions (Terms & Conditions)

## Article 1 – Definitions

- Consumer: a natural person not acting for purposes related to their trade, business, craft, or profession.
- Distance contract: an agreement concluded between the trader and the Consumer under an organized distance sales system without simultaneous physical presence.
- Right of withdrawal: the Consumer's option to withdraw from the distance contract within the cooling-off period.

## Article 2 – Identity of the trader

Company name: Asian Art & Culture  
Website: [www.asianartandculture.nl](http://www.asianartandculture.nl)  
Chamber of Commerce (KvK) number: 95434046  
VAT number: NL054502238.B10  
Address: Sportlaan 682, 2566 MN, The Hague, Netherlands  
Email: [info@asianartandculture.nl](mailto:info@asianartandculture.nl)  
Phone: +31611755725

**Article 3 – Applicability** These general terms and conditions apply to every offer and every distance contract between the trader and the Consumer.

## Article 4 – The offer

- All offers are non-binding unless explicitly stated otherwise.
- Images and descriptions are as accurate as possible. Please note that colors of art prints may vary slightly due to differences in monitors and printing processes.

**Article 5 – The agreement** The agreement is concluded when the Consumer accepts the offer and completes the order process (including a clear “order with obligation to pay” button).

**Article 6 – Right of withdrawal** You have the right to withdraw from the contract within 14 days without giving any reason. The withdrawal period expires 14 days after the day on which you (or a third party designated by you) acquire physical possession of the goods.

**Article 7 – Obligations during the withdrawal period** You may only handle and inspect the product as you would in a physical store.

## Article 8 – Exercising the right of withdrawal & costs

- To exercise the right, inform us via email or our contact form within 14 days.
- Return the goods within 14 days after notifying us (unused, in original condition, with all packaging).
- Return shipping costs are borne by the Consumer.

**Article 9 – Delivery and execution**

- Delivery times are indicative: 5–7 working days.
- Shipping via FedEx, UPS or DPD.
- Ownership transfers upon full payment.

**Article 10 – Payment** We offer secure payment methods including: iDEAL, credit card (Visa/Mastercard/American Express/Discover/JPB/Diners Club). All prices include 21% Dutch VAT. No extra payment fees are charged (unless clearly stated and permitted). Final payment obligation arises only after clicking the “order with obligation to pay” button.

**Article 11 – Complaints** Report complaints within a reasonable time (preferably within 14 days). We aim to resolve within 14 days.

**Article 12 – Disputes** Disputes are governed by Dutch law and submitted to the competent court in The Netherlands.

**Article 13 – Additional provisions** Intellectual property rights on artworks remain with the artist/original rights holder. Publication or redistribution of all products is strictly prohibited.