



## Information about warranty & return

### Returns

You have the right to cancel your order within 14 days after receipt without giving any reason. After cancellation, you have another 14 days to return the product. You will then be credited with the full amount of the order, including shipping costs. Only the costs for sending the return shipment from your home to the webshop are for your own account however. If you make use of the right of withdrawal, the product must be returned to the entrepreneur with all accessories and - if reasonably possible - in the original condition and packaging. To use this right you can contact us via [returns@artistfanshop.com](mailto:returns@artistfanshop.com). We will then refund the amount due within 14 days after registration of your return, provided that the product has already been returned in good order.

### Exceptions

A number of products that you can buy on our webshop only have a limited shelf life and can therefore not be returned. The right of withdrawal is therefore not applicable. The sale of these products is final after successful payment.

A number of products that you can buy on our webshop can not be returned.

- a) Underwear or other products from a hygienic point of view
- b) Products that have been created by the trader in accordance with the specifications of the consumer
- c) Products that are clearly personal in nature
- d) Products that can not be returned due to their nature

The right of withdrawal is therefore not applicable. The sale of this is final after successful payment.

### Guarantee

We care about our products and therefore try our best to supply them in top condition. Yet it can happen that an order is broken during transport or that something else happens which you can claim under warranty. From a legal point of view, you are obliged to report this to us within two months of having detected the defect. If the defect falls within the warranty, we will take care of repair or replacement free of charge.

### Identity entrepreneur

ARTIST FANSHOP  
Olof Palmelaan 3H  
2729NA Zoetermeer  
The Netherlands  
e-mail: [returns@artistfanshop.com](mailto:returns@artistfanshop.com)  
phone: +31 79 3200459  
Chamber of Commerce 27145497  
VAT number: NL001714180B12

### Questions?

If you have any questions, please mail us at [returns@artistfanshop.com](mailto:returns@artistfanshop.com) or log in to your account and create a ticket.



## Model form for cancellation

(only fill out and return this form if you want to cancel the contract)

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ARTIST FANSHOP  
Olof Palmelaan 3H  
2729 NA Zoetermeer, The Netherlands  
returns@artistfanshop.com  
+31 79 3200459

— I inform you that I revoke our agreement regarding the sale of the following goods:

— Ordered on (DD-MM-YYYY):

— Order number: Reason of return

— Received on (DD-MM-YYYY):

— Name consumer:

— Reason of return:

— Address consumer:

— IBAN bank account. (must be the same as the account number during the order):

— Signature of consumer:

— Date (DD-MM-YYYY):