

# KIASHA

## **GENERAL CONDITIONS-OF SALE KIASHA**

### **1. FOREWORD**

The present sale conditions take place between two parties. One party is Catherine Vanderbemden (name of artist Kiasha), applied to the Coopérative d'activités Debuut cvba-so/scrl-fs, Rue des Alexiens, 16 à 1000 Bruxelles (Enterprise number: BE0884.962.969), and the other party consists of those wishing to make a purchase via Kiasha's website ([www.kiasha.net](http://www.kiasha.net)).

### **2. SCOPE OF APPLICATION**

These general conditions are applied to all sale of products presented at the website, [www.kiasha.net](http://www.kiasha.net). All orders received by Kiasha require validation and acceptance of the general conditions of sale as described here and therefore, will be accepted without further conditions, according to these rules. All products are sold at their designated price as stated on the website. No adaptations may be applied without Kiasha's consent.

### **3. ORDERS**

To place an order, please send an email to [kiasha@skynet.be](mailto:kiasha@skynet.be). Be sure to include the reference number and a description of your desired articles. An order form will be sent to you by email. Please fill this out and send it back to: [kiasha@skynet.be](mailto:kiasha@skynet.be). A confirmation of your order will be sent to you in response.

### **4. STOCKS**

There are products as seen on the website [www.kiasha.net](http://www.kiasha.net) that are originals and therefore, have no doubles. In this case, there is no stock available. At the same time, it is possible to produce a similar type of product if the client wishes.

### **5. PAYMENT**

For all Belgian residents, there are two types of payment:

1) The buyer completes a transaction at the post office under the terms of "contre-remboursement". To do so, the buyer pays the amount of purchase in full at the time he or she picks up the package at the post office.

OR

2) The buyer may send payment via bank transfer.

For all people residing outside of Belgium, the buyer may purchase a product by sending payment via an international bank transfer.

## **6. DELIVERY AND DEADLINES**

The watercolours are sent without frames in packaging approved by the Belgian post office.

For Belgian residents, and those who have opted for a direct payment via the post office, Kiasha is committed to shipping the order via Taxipost within 10 working days from the day on which the order is confirmed. Taxipost generally ships within 24 hours.

For Belgian residents who have opted for a payment via bank transfer, Kiasha commits to ship the order to Taxipost within 10 working days from the day on which the payment is validated by Kiasha's financial institution. Taxipost generally ships within 24 hours.

For those residing in a country other than Belgium, Kiasha commits to ship the order to Taxipost within 10 working days from the day where the payment is validated by Kiasha's financial institution. Depending upon the destination, the package, sent as certified mail, will arrive at the designated client's address within 4-10 working days.

In case of product loss or damage, Kiasha commits to reimburse only after the deliverer has officially declared the product as lost or damaged. A complaint must be made to Kiasha within 7 working days from the day on which the product was received.

## **7. RETURN POLICY**

According to conditions pre-established by law and concerning online sales, the buyer is given 7 calendar days from day on which merchandise is delivered to make a return. The buyer may be reimbursed for the purchased merchandise if returned in its original state. The buyer is responsible for any cost, damage or risk incurred when the merchandise is returned.

## **8. INFORMATION AND FREEDOM LAWS – PRIVACY POLICY**

According to the laws of information and freedom, the client has a right to access all private information concerning him or her. Kiasha guarantees confidentiality in regards to for all information in her possession. Kiasha commits to divulging no information that would allow for a third party to identify the private information of a client in accordance with the Information and Freedom Laws.