



Terms and Conditions

The use of the website and Webshop is governed by the following terms and conditions. Please read them carefully before using the Webshop. By using the Webshop and placing orders thereon, you agree to the terms and conditions as well as our Privacy Policy.

Heritage Prints reserves the right to alter or modify these terms and conditions from time to time. You are responsible for keeping updated with any changes. The date of the latest update can be found at the end of these terms and conditions

The Webshop is operated by Heritage Prints. Throughout the site, the terms “we”, “us” and “our” refer to Heritage Prints.

Order and Purchase Agreement

Heritage Prints products are ordered at www.heritage-prints.com or through our customer service. Heritage Prints confirms orders placed online by email, stating the products ordered as well as acknowledging the details of the order.

Binding agreement for the purchase of products is concluded when you get confirmation of your order to the e-mail address you have stated. Through placing an order you accept these terms and conditions.

Heritage Prints will only sell product to customers below the age of 18 with the consent of their parent or legal

Prices, Fees and Payment

Prices in the Webshop are displayed in USD. All prices are excluding VAT. We currently offer free shipping worldwide. For shipping VAT will be added, depending on shipping address. VAT and invoice will be displayed when you check out.

We accept the following payment methods:

- MasterCard
- Visa
- American Express
- Paypal
- Ideal
- Maestro

All credit and debit cardholders are subject to validation and authorization by the card issuer to maintain security and to prevent fraud. There is no charge for payment with credit or debit card.

Heritage Prints requires advance payment of the products, unless otherwise expressly agreed in writing.

All transactions on this website are processed using Mollie, a secure online payment platform, which complies to the PCI DSS (Payment Card Industry Data Security Standard). We do not store your credit/debit card details on our systems.

Delivery Terms



The Webshop ships worldwide. The Webshop is open 24 hours a day 7 days a week but deliveries go out Monday to Friday with exceptions for Dutch public holidays.

After receiving an order we will process, ship and deliver your order in the shortest amount of time possible. Individual prints typically ship within 2-5 business days of receipt of the order. Complete sets including a Solander Box will take longer, because these are made to order by a professional bookbinder in the UK. Please allow 3-4 weeks for delivery.

FedEx

We use FedEx for all our deliveries. When your order leaves our store you will receive a shipping confirmation with your FedEx tracking number so that you can follow your order. FedEx is responsible for the delivering the order to your address after the order has left our store.

Packages that have not been collected or received within 14 days from arrival will be sent back to Heritage Prints. Shipments that are not collected or received are not subject to any legal right in regards to regret of purchase. If you want to have your package sent again we will charge you for the shipping cost.

The package will be delivered at the shipping address that you have indicated. We currently offer free shipping worldwide. Goods are shipped from the Netherlands.

VAT, import duties and taxes

Orders may be subject to VAT, import duties and/or taxes, which are levied once your package reaches your country. Heritage Prints ships your package according to Duties at Place (DAP). This means that we do not collect VAT, duties and/or taxes on orders to countries outside the EU and we cannot predict what your particular charges may be.

If any such additional charges occur they must be rendered in order for your package to clear customs. Please contact your local customs office for more information.

Insurance

Heritage Prints insures each purchase during the time it is in transit until it is delivered to your specified delivery address. Heritage Prints require a signature for any goods delivered, at which point responsibility for your purchased goods pass to you. If you have specified a recipient separate from you (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfilment by Heritage Prints, and transfer of responsibility in the same way.

The products will be delivered to the address provided by you.

Return Policy

If you wish to return an item you have purchased from the Webshop you have the option to do so within 30 days after you have received the item.

You will receive a full refund for the item, excluding shipping charges within 10 business days from the time we received the item. But it will probably go a lot faster. As soon as we have received the return we will inform you by e-mail.

Your refund will either be credited to the original purchaser's credit card or to the bank account you transferred the payment from.



Defective Products

When we ship your products, we do our best to make sure they are in perfect condition. However, in case you receive a damaged item, please contact customer service by e-mail and we will help you: info@heritage-prints.com

You will receive a new item or a full refund for the item. You will receive your refund within 10 days from the time we received the item.

Customer service will send you a return label that you can use to send back the item.

Force Majeure

Heritage Prints shall be excused from the performance or punctual performance of any of its obligations under these terms and conditions if such performances are prevented, restricted or interfered with for any reason beyond the reasonable control of Heritage Prints, including but not limited to, fire, flood, earthquake, explosion, strike or other casualty or accident ("Force Majeure").

Personal Data

In providing your personal details you consent to us using the data collected in order to meet our commitments to you and provide the service you expect. This will include processing of orders for shipping, notification of delivery status, to administrate your payment of the order and to answer any questions you may have. Your details may also be used to monitor traffic to and from our website to help us improve the design and layout of the site. In the event of any problem with delivery of your items, we will use the information to get in contact with you.

We never pass on/sell/swap your data to/with third parties for marketing outside Heritage Prints. Data that is forwarded to third parties is used only to meet Heritage Print's commitments to you. For example, Heritage Prints forwards data to suppliers and shipping agents in connection with deliveries. Your data is only stored for as long as it is needed in order to perform our services, or for the time laid down in law.

You have the right to contact us to find out what personal data is held about you. If it is incorrect, incomplete or irrelevant you can request that the data is corrected or deleted. You can withdraw your consent to us using your personal data whenever you like.

You can find more detailed information in our [Privacy Notice](#).

Card purchases

To make card purchases with us as secure as possible all information is sent in encrypted form using SSL (Secure Sockets Layer). This means that the information is passed through a secure connection and that your card details cannot be read by external parties.

All customers paying by card are subject to validation checks. For security reasons, we do not store any payment information in our database.

Cookies

Certain parts of the site use "cookies" to keep track of your visit and to help you navigate between sections. A cookie is a small data file that certain websites store on your computer's hard drive when you visit them. They can contain information such as your user ID and the pages you have visited.



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P R I N T S

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If you do not want your visit to the website to be tracked by our cookies, you can set your Internet browser and/or firewall to disable them. Unfortunately, this may have a negative effect on your use of the site.

Please refer to your internet browser help file to see how to disable and/or delete cookies on your electronic device.

Information

Heritage Prints has made every effort to provide accurate information on the website. However, information, texts, images, graphics and other material may contain errors, be incomplete or incorrect. In such events, we cannot be held liable for damages resulting hereof, unless such damage is the result of our gross negligence or willful misconduct.

Governing Law

Without limiting your rights as a consumer under the laws of your country, these terms and conditions as well as all disputes or claims arising hereof and of using the website or shopping in the WebShop shall be governed by the laws of the Netherlands. Any dispute, controversy or claim arising out of or in connection with these terms and conditions, or the breach or invalidity thereof shall be determined by Dutch courts.

Juli 6, 2021