

Delivery terms webshop Van Abbemuseum

General

The shop of the Van Abbemuseum, hereinafter webshop is part of the Van Abbemuseum, registered with the Chamber of Commerce 172 72 738; VAT NL 001902763B03

The shop editors compile the information offered with the utmost care. Products and descriptions are updated regularly. No rights can be derived from unexpected errors in a description, availability or incorrect price indication.

Price

All prices are in Euros, including VAT and excluding shipping costs. The publications are subject to a VAT rate of 6%, shipping and all other goods 21%. All prices are subject to price changes by vendors, exchange rate adjustments and the like and may change without notice to be adjusted by the webshop.

Delivery costs and Payment

By delivery a shipping fee will be charged. Payment of the order will be handled in the webshop by PayPal (or iDeal if available). Through this PayPal service we also accept the following credit cards in our webshop: Mastercard, Visa, American Express, without the customer being obliged to register for a PayPal account. For more information and to register a PayPal Account, please refer to the PayPal website: www.paypal.com

We do not send packages with pay on delivery.

If you do not have a credit card or access to internet banking, you can still order our products through our website. By cancelling the payment you will be redirected to our payment-failed page where you'll find our bank-account information. You can also send us a mail request for a Pro Forma Invoice.

Shipping

We use differentiated rate of delivery costs depending on the zone and over or under 1 kilogram of weight. If the order exceeds 5 kilo in weight, then a second packet is assembled and the costs will be recalculated.

Delivery

Your order will shipped by TNT Post NL. Depending on the size, the order will be delivered to your mailbox or door. It is possible to have your order shipped to a different address than the billing address. For delivery outside the Netherlands additional costs will be charged. The specified standard delivery period does not entitle you to compensation. If your order may be delayed or lost at some point, we therefore maintain a maximum delivery time. If your order is not delivered after the maximum delivery time, please contact us so we can contact the carrier.

Cancellation

Ordered items that are not yet shipped can be canceled without further costs, unless agreed otherwise. Please sent your cancellation by e-mail to museumwinkel@vanabbemuseum.nl Always ask a confirmation of the cancellation.

Exchanges, warranty and complaints

If for any reason you are dissatisfied with some or all the goods you received, you can return them to the Van Abbemuseum, museum shop to exchange them or get your money back. Only the reversed shipping costs will be charged. The goods must be returned within 30 days from the order date or within 14 days after you have received the goods. By returning the goods the Van Abbemuseum recommends that you use registered mail. The Van Abbemuseum will do within reason anything to replace damaged or wrongly delivered goods, but if replacement is not possible, the full amount of your order will be reimbursed as soon as possible and within 30 days.

Return address:

Van Abbemuseum
museum shop
PO Box 235
5600 AE Eindhoven
The Netherlands

Please contact us by our contact page if you have any questions about our return- and warranty policies.

We will do our utmost to be of service. If you have a complaint, you can submit this via our contact page. If you prefer a Phone call use +31 (0) 40 238 1047

When contacting us, always state your order number or the description of article .

Your letter of complaint should be sent to:

Van Abbemuseum

Attn shop

PO Box 235

5600 AE Eindhoven

The Netherlands

You will get a response within 7 working days about the handling of your complaint.

Privacy

Your details will be treated confidential by the Museum Shop and will not be sold or passed on to third parties. Your email address may be added to the Van Abbe Museum mailing list. This Newsletter appears several times a year and you have the possibility to unsubscribe at any time if you wish

FREQUENTLY ASKED QUESTIONS

How can I contact you?

You can always contact the museum shop by e-mail
museumwinkel@vanabbemuseum.nl.

Alternatively, you can contact us during the opening hours of the museum shop: +31 (0) 40 238 1047.

What are the payment options?

You can pay easily and securely through your own bank (Rabobank, Fortis, ABN Amro, SNS, and ING) via Paypal. Also we accept Mastercard, Visa and AMEX. It is important that you will complete all steps of Paypal. Please follow the clear instructions on the screen until you return to our website. Payment confirmation is displayed on the screen and mailed to the email address supplied by you.

Can I cancel my order?

To cancel an order, please get in touch with us as soon as possible.

You can prevent that your order will be shipped already and we can deal with your cancellation swiftly.

When will my order be shipped?

Normally your order will be shipped by TNT post within 5 days.

How does the Van Abbemuseum deal with my personal details?

Your personal details will be treated by the Museum Shop with the utmost confidentiality. Your details will not be sold or passed on to third parties.

Your email address will be added to the Van Abbe Museum mailing list. This Newsletter appears several times a year and you have the possibility to unsubscribe at any time if you wish.

Is your question not there?

Please contact us at: museumwinkel@vanabbemuseum.nl or +31 (0) 40 238 1047.