

## DELIVERY AND SHIPMENT

### Methods of Payment

We accept payment through iDEAL and credit cards.

### Order

After placing your order, you will receive an order confirmation via email.

### Shipping and Handling

The order will be delivered as a parcel. The book size is too large for the letterbox. The parcel can be followed using the Track & Trace code. You can use this to follow the delivery. If you aren't home, they will leave a note to make a new appointment with the postal service.

### Standard Delivery

Following credit card authorization and verification we will notice you by mail that your order is accepted and will be shipped.

Netherlands: Accepted orders will typically arrive within 2 to 5 business days.

Europe: Accepted orders will typically arrive within 4 to 12 business days.

Outside of Europe: Accepted orders will typically arrive within 8 to 20 business days although some delay might occur due to customs dispatch in the some countries.

### Shipping Addresses

Your order will be shipped to the credit card billing address unless you choose another shipping address.

### Checkout

When you click "Place order" we verify your credit card.

Your order will not be placed and your credit card will not be charged if you do not click 'Check out'.

### Exchange or Return of Goods

In the unlikely event we processed your order incorrectly or shipped you a defective item, we will gladly accept the item and credit your original purchase price, sales tax, and original shipping costs - and remedy the situation with the information you provide us with on this return form.

### Liability

Birgitta de Vos bv is registered in and operates from the Netherlands. Dutch law is applicable on all our actions and transactions.

