

## Terms & Conditions

### 1) Order:

After receiving payment, your order will be shipped and you will receive a message.

### 2) Payment:

Through PayPal or creditcard. All prices include 21% VAT. Please contact us for further details.

### 3) Shipping:

Your order will be dispatched by registered mail. The costs vary by country. If your country does not appear in the menu, please contact us.

### 4) Delivery time:

The delivery time may vary by item. Items which are in stock at the time of payment, we will ship as soon as possible. If the item is custom-made, there is a longer delivery time. We will inform you about the delivery time.

### 5) Cancel/cancelling:

If you want to change or cancel an order, you must do so as soon as possible. You can do this by e-mail [info@ilsephilips.nl](mailto:info@ilsephilips.nl). Changing or cancelling your order is only possible if this has not been sent. Items that are made especially for you cannot be cancelled or exchanged.

### 6) Return or exchange:

The item is made with great attention and care. If you are not satisfied with your purchase, you may return it within 14 days unworn and undamaged in the original packaging with the unbroken label still attached. Items which has been made especially for you cannot be cancelled or exchanged. Returns must first be made known through [info\[at\]ilsephilips.nl](mailto:info[at]ilsephilips.nl). The cost of the return will be your responsibility. Send the package by registered mail with the corresponding invoice to: Ilse Philips, Berlageplan 26, 2728EG Zoetermeer (the Netherlands). You can exchange or return only items purchased from the shop. You will receive the purchase price excluding shipping deposited into your account within 30 days.

### 7) Disclaimer:

All prices and information on this site are subject to errors and changes. Ilse Philips does everything to get the information offered on this website is as complete and accurate as possible. All information is subject to price changes, typos, mistakes and market developments.

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