



# Returns & Exchanges

## General

We want you to love your piece. If something isn't as expected, please read the following and contact us.

## Right of withdrawal (EU)

For non-personalized products purchased remotely, you may withdraw within 14 days from receipt.

### Conditions:

- The item must be returned **unused** and in its **original packaging**.
- **Return shipping costs** are borne by the customer.
- The refund is issued within 14 days from receipt/inspection of the item.

**Note:** For **custom/personalized** orders, the legal exception applies — they are not returnable, unless **defective** or **damaged on arrival**.

## Customized products (custom)

**Customized** items or items with **personal files/names/dimensions** are **non-returnable/non-exchangeable**, unless there is a **defect** or **damage on arrival**.

## Damage in Transit

Our promise: At our 360° Workshop, every product is handmade, packaged carefully, and leaves after quality control in excellent condition, using safe, eco-friendly materials.

If the damage is due to transport: we will **replace it in full at no cost** (or **repair** where feasible), and **we** handle the claim with the courier.

### What to do upon delivery:

- **Inspect at delivery.** If you see visible damage to the packaging, take photos before opening.
- **Report within 48 hours.** Send an email to [support@...] with:
  - **order number**,
  - **photos** of the outer packaging, inner protection, shipping label, and the product itself (close-up of the damage + overall).
- **Keep** the packaging & contents until the investigation is complete (couriers often request this).

## Defects/damage on arrival (DOA)

If you receive a defective or damaged item:

- **Contact us within 48 hours** with photos of the packaging & item.
- We will proceed with a **replacement or refund**, as appropriate.
- **Return/reshipment** costs are covered by us when the issue is not due to misuse.

## What is not considered a defect

- Minor color variations due to screen settings.
- Small tolerances of handmade production that do not affect aesthetics/use.
- Damage to packaging only when the product is intact.

## Damage after safe delivery (customer responsibility)

Damage from drops, moisture, improper hanging/cleaning, or poor storage is not covered. We can offer a replacement with a charge for re-manufacturing + shipping (we will inform you first with a cost estimate).

## Loss of shipment

If a parcel is not scanned or not delivered within a reasonable time (please refer to the Shipping section), we open an investigation request with the courier and proceed with reshipment once the incident is confirmed.

## Cancellations

Cancellations are accepted before the order enters production. After production begins, cancellations are not possible (exception: excessive delay — please contact us).

## Return process (non-personalized)

Pack carefully and contact us by email for detailed instructions regarding the return of the parcel. Once the inspection is completed, the refund will be issued as outlined above.

## Contact

- **Email:** [support@gnproduction.art](mailto:support@gnproduction.art)
- **Tel.:** +30 2327 028 188

# Withdrawal Form

(Please complete and return this form only if you wish to withdraw from the contract)

**To:**

[Company Name]

[Address]

[Telephone]

[Email]

I/We ( ) hereby give notice that I/we ( ) withdraw from the contract of sale for the following goods:

|                               |  |
|-------------------------------|--|
| Product description:          |  |
| Date of receipt (DD/MM/YYYY): |  |
| Order number:                 |  |
| Customer name:                |  |
| Customer address:             |  |
| Telephone:                    |  |
| Email:                        |  |

**Signature** (only if this form is submitted on paper):

\_\_\_\_\_

Date (DD/MM/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

(\*) Delete as appropriate.