

## **Terms and Conditions**

Last updated: 01.03.2025

### **General Information**

Welcome to our ecommerce. These terms and conditions govern the use of our website and services. By using our site, you agree to comply with these terms.

### **Limitation of Liability:**

The seller shall not be liable for any indirect, incidental, or consequential damages arising from the use of the products.

### **Products and Services**

The products offered are printed and shipped on demand by our printing partner located in Verona.

### **Orders and Payments**

All orders must be placed through our website. Payments are accepted through the methods indicated at the time of purchase.

### **Exchange Policy**

Because the products are made to order, we do not accept exchanges for incorrect choice.

### **Cancellation and return policy**

Your satisfaction is our priority. If for any reason you are not completely satisfied with your purchase, we are here to help.

You must contact us by email at [office@minimal-fe.com](mailto:office@minimal-fe.com) and state your intention to withdraw.

### **Return Policy**

Return for Change of Mind: If you wish to return a product for Change of Mind, the return shipping costs are the responsibility of the customer. The product must be returned in the same condition as received, unused and in its original packaging. Once we receive the return and verify the condition of the product, we will process the refund.

Return for quality defects: If the product has a quality defect, please send a clear photo of the defect to office@minimal-fe.com within 14 days of receiving the product. Once the defect is verified, we will cover the return shipping costs. We will either replace the defective product or refund the full amount paid.

In any case, please contact us before returning the product so that we can provide you with the necessary instructions.

### **Return Procedure Defective Product**

Contact: Send an email to office@minimal-fe.com with your order number and a description of the problem. Include photos of the defect or damage.

Approval: You will receive a response within 3-4 business days with return approval and detailed instructions.

### **Return Shipping:**

Pack the painting in its original packaging or suitable packaging to prevent damage.

**Refund or Replacement:** Once the return is received and inspected, we will process the refund or replacement within 25 business days. The refund will be issued to the original payment method.

### **Intellectual Property**

All content, designs, and trademarks on our site are the exclusive property of our ecommerce. Unauthorized use of any site content is prohibited.

### **Changes to Terms and Conditions**

We reserve the right to modify these terms and conditions at any time. Changes will be posted on our website and will become effective upon posting.

### **Data Protection:**

Customer personal information will be handled in accordance with our privacy policy.

### **Contact Us**

For any questions, please contact us via email at office@minimal-fe.com.