



TERMS OF SERVICE YUKKURI STUDIO

Our Terms of Service and Privacy Policy are meant to protect you as well as Yukkuri Studio. Whenever you use www.yukkuristudio.com you agree with these terms and policy. These terms are valid from 1 January 2022 until further notice. For questions, suggestions and remarks you can reach us by e-mail: hello@yukkuristudio.com.

Yukkuri Studio is a registered trademark of Helly Coppens, located at Berkel-Enschot in the Netherlands and registered at the chamber of commerce in Tilburg, number 55026672.

Definitions

1. Time to consider: term in with the costumer can use its dissolution law.
2. Costumer: a naturel person, not acting in behalf of profession or company, who is making a purchase at Yukkuri Studio.
3. Day: calendar day.
4. Lasting data-storage medium: every medium that enables both the customer and Yukkuri Studio to store information directed to them, in a way that makes future consultation and unchanged reproduction of stored information possible.
5. Dissolution law: customers are entitled to renounce their purchase within the mentioned time to consider.
6. In writing: only when the identity of the sender and the authenticity of the communication are certain; electronical communication, like e-mail, is accepted as in writing.

In General

1. These terms of service apply to every offer from Yukkuri Studio and to every purchase which has come about between Yukkuri Studio and the customer.
2. The purchase stands at the moment that the customer accepts the offer from Yukkuri Studio and also satisfies at the terms of service which go together with the offer.
3. Yukkuri Studio confirms prompt the reception of the offers acceptation. Until the moment that Yukkuri Studio has send this confirmation the customer has the opportunity to cancel the purchase.
4. In exception to information at point 2; the agreement comes about only after Yukkuri Studio has been informed, within legal terms, that customer can fulfil his payment obligations. Also other facts and factors of importance for a responsible agreement must be awared to Yukkuri Studio. In case of sufficient facts for refusal Yukkuri Studio is allowed to turn down or to cancel the agreement, or to connect special conditions.

Dissolution Law

1. Without giving any reason the customer is allowed to cancel the purchase within 14 days after having received the product by consumer or a prior nominated representative.
2. During this period customer will handle the product and its packaging with care. Only for grading the product customer is allowed to unpack the product.
3. When the customer wishes to cancel the purchase he/she needs to inform Yukkuri Studio in writing within the time to consider term of 14 days. Yukkuri Studio sends a confirmation of receipt straightaway.
4. The purchase needs to be send back in the original state and packaging, together with all accessories in accordance with clear and reasonable instructions by Yukkuri Studio.
5. In case of cancellation the customer has to pay the costs for return shipment.
6. After cancellation the purchase has to be send back by customer within 14 days and as appointed in term 4.
7. Yukkuri Studio will pay back the amount received from customer within 14 days after the cancellation, but not before having received the order in the original state.



Exclusion Dissolution Law

Following products and repairs are excluded from the Dissolution Law:

1. made by Yukkuri Studio according to specific wishes received from customer which are clearly personal
2. specifically for customer made repairs
3. products which cannot be send back because of their nature
4. products of which the price is linked to fluctuations of financial markets on which Yukkuri Studio has no influence.

Delivery

1. The address given by the customer to Yukkuri Studio is the address for delivery.
2. Yukkuri Studio will send the order within 30 days, unless another term of delivery has been agreed.
3. Yukkuri Studio will inform customer immediately in case of delay.
4. When delivery takes place after more than 30 days without prior agreement, customer is allowed to cancel the order. In case of cancellation Yukkuri Studio will pay back the amount received from customer within 30 days.
5. The risk of damage or loss of products is for customer as soon as the order has been delivered to customer or to a prior indicated third person.

Complaints and Disputes

1. Only Dutch Law is applicable to all agreements between Yukkuri Studio and consumer.
2. Complaints about the achievement of agreement must be revealed to Yukkuri Studio as soon as possible but within 7 days after noticing. Thoroughly and clearly defined reported in writing to Yukkuri Studio.
3. Complaints reported at Yukkuri Studio will be answered within 14 days. When the complaint cannot be solved within 14 days, Yukkuri Studio will inform customer and give an indication of time within which customer can expect a solution.