

TERMS OF SERVICE

1 RETURN POLICY

Please contact artesano.be before returning any items.

You can return the product within 7 days of delivery. The product must be in new condition. If the product is ruined or used the product shall not be refunded. Make sure to include contact information with the return and if possible, please provide us with a tracking number and a brief description of your case.

artesano.be suggests you get a receipt and a package ID for the return from the delivery service, as it makes it easier to follow the return shipment if needed. artesano.be will make a refund of eligible returns. If you paid by invoice, we will need a bank account number to transfer the money back to. The easiest way is to e-mail it to us.

1.1 SHIPPING

ARTE.SANO ensures delivery of the ordered goods. This delivery can be done by our own drivers or via a designated transport company.

Items ordered through this web store are delivered in Belgium, the Netherlands, Germany, Luxembourg and France. Delivery/Shipping cost are 15 Euro in Belgium (free shipping for orders above 150 Euros), 20 Euros for all orders shipped to Luxembourg and Netherlands, and 25 Euros shipping cost for all orders to Germany and France.

Delivery time :

We process your order as soon as we receive the order and the corresponding payment. We do our utmost to deliver the wine as soon as possible. In Belgium this takes a minimum of 1 day, a maximum of 5 days. If in doubt, you can call +32 (0) 499 730 522.

To return your product, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer. You should mail us to online-shop@artesano.be to organize the return of the products.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over €75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

2. REFUND POLICY

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

2.1 REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

2.2 LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at: online-shop@artesano.be.

2.3 SALE ITEMS

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

3. PRIVACY POLICY

3.1 WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's IP address in order to provide us with information that helps us learn about your browser and operating system.

3.2 EMAIL MARKETING

With your permission, we may send you emails about our store, new products and other updates.

3.3 CONSENT

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

3.4 CONSENT WITHDRAWAL

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at online-shop@artesano.be

3.5 DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

3.6 ONE.COM

Our store is hosted by One.com. They provide us with the online e-commerce platform that allows us to sell our products and services to you. Your data is stored through One.com's data storage, databases and the general One.com application. They store your data on a secure server behind a firewall.

3.7 PAYMENT

If you choose a direct payment gateway to complete your purchase, then our third-party payment gateway might use your credit card info for that purpose. See 3.8.

3.8 THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

3.9 LINKS

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

3.10 SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption.

3.11 AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

4 CHANGES TO THESE TERMS OF SERVICE

We reserve the right to modify our terms of service at any time, so please review it frequently.

Changes and clarifications will take effect immediately upon their posting on the website.

If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.