

DELIVERY

Please allow a maximum of 2 days of processing before we can ship your order. We will do our best to ship your order as soon as possible. Orders placed before 16:00 are shipped within 2 working days, excluding holidays. If you would like to receive your order before a certain date, please contact us at shop@noartmusic.com for the possibilities.

SHIPPING OPTIONS

LOCATION	SHIPPING TIME	SHIPPING COSTS
The Netherlands	1-2 working days	€ 7,25
Europe	2-7 working days	€ 15,00
Rest of the world	5-10 working days	€ 35,00

* Please notice: shipping costs can vary with high quantity orders

When your order has been processed, you will receive a confirmation of your order by e-mail. Within 2 working days after your order has been shipped, you will receive a shipping confirmation by e-mail with a track and trace code.

HOW CAN I EXCHANGE OR RETURN MY PRODUCT?

You can exchange or return your order within 14 days of receipt. Follow the procedure below if you want to return / exchange your order.

1. Register your exchange / return via shop@noartmusic.com
2. Make sure you pack your unworn clothing or accessories securely and in the original No Art box or another sturdy shipping box together with your name and order number.
3. Return your item to: NO ART, Wijde Kapelsteeg 1-4 / 1012 NS Amsterdam The Netherlands

You can also bring your return or exchanges to our office. Send an email to make an appointment to shop@noartmusic.com

4. After receiving your return / exchange you will receive a confirmation by email within 2 working days, excluding holidays. Returning your order is at your own expense and responsibility.
5. We will replace the products to be exchanged as soon as possible. These shipping costs are at our expense. When returning, a refund will be made within 14 days after receipt and inspection. We will transfer this amount to the account with which the payment was made.

NoART

PLEASE NOTICE:

- Returned products will only be accepted if they are returned in the original No Art box and have not been worn. Pack the clothing or jewelry in the same way as you received it to avoid damage. We only accept clothing or jewelry that is returned in its original condition.
- No Art reserves the right to refuse returned clothing or jewelry if they do not meet the above conditions. If your returned product does not meet the conditions, it will be sent back to you. The shipping costs are for your account and you will not receive your purchase amount back. We appreciate your understanding.

CAN I EXCHANGE A PRODUCT FOR A DIFFERENT SIZE OR ANOTHER PRODUCT?

- **THE NETHERLANDS:** If you want to exchange clothing or jewellery for a different size or another product, please contact clothing@noartmusic.com for more information. Please note, a replacement product can only be shipped to the same shipping address.
- **OTHER COUNTRIES:** Orders sent to an address outside the Netherlands cannot be exchanged. You can return your order and place a new order online.

WHAT IS THE PROCEDURE FOR EXCHANGES AND RETURNS?

- You will receive an email within 2 working days after we have received your package. We will change your item as soon as possible. Returns are refunded within 14 days of receiving your package. We will transfer the amount to the bank account with which the payment is made.
- Places with a delivery address outside the Netherlands can be returned within 14 days of receipt of your order. For international returns, No Art does not reimburse import duties or taxes that are due when sending or returning.

NoART