

DESIGNED BY JOAN

RIGHTS & RESPONSIBILITIES

What you may expect from Designed by Joan - and what we ask of you.

This document is intended as a customer-friendly supplement to the Terms and Conditions. Statutory consumer rights cannot be restricted by this document.

1. What you may expect from Designed by Joan

You may expect product information, prices and important ordering conditions to be displayed as clearly as possible, orders to be processed with care, and questions or complaints to be taken seriously.

2. Your statutory consumer rights

For online purchases, consumers are in principle entitled to a 14-day cooling-off period. Statutory exceptions may apply, for example to goods made to the consumer's specifications or clearly personalised. The fact that an item is produced only after an order is placed (print-on-demand) does not in itself automatically mean that the right of withdrawal lapses.

3. Trying on and inspecting products

Where the statutory right of withdrawal applies, you may inspect a product as you reasonably would in a shop, for example by trying on clothing. Use beyond what is necessary to establish the nature, characteristics and functioning of the product may result in liability for diminished value.

4. Returns

Where withdrawal is possible, the customer must notify Designed by Joan within the statutory period and subsequently return the product within the applicable return period. The specific return instructions, return address and information about return costs must be available with the order or in the online store.

5. Incorrect or damaged product

A product must meet what the consumer may reasonably expect on the basis of the agreement. If a product is incorrect, damaged or non-conforming, the consumer's statutory rights apply. In that case, please contact us as soon as possible with photographs and the order number so that an appropriate solution can be assessed.

6. Customer responsibilities

The customer must provide correct order, contact and address details, check the order before completing it, use products in the normal manner and follow reasonable washing, care and usage instructions. The customer must treat staff and communication channels respectfully and must not use the online store for fraud or abuse.

7. Designs and intellectual property

Designs, illustrations, texts, logos, photography and other creative works belonging to Designed by Joan may not be copied, reproduced, used commercially, resold as design files or applied to other products without prior permission, insofar as the relevant rights belong to Designed by Joan.

8. On-demand production

With on-demand production, minor variations in positioning, colour reproduction or sizing may occur as an inherent result of the production process, materials or screen display. This does not affect statutory rights where a product is actually defective or has been supplied incorrectly.

9. Communication and complaints

When asking a question about an order, please include the order number and a clear description whenever possible. For product complaints, photographs of the item, packaging and any damage help us assess the situation more quickly.

CONTACT

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