

# DELIVERY

Usually your order will be shipped within 2 business days when ordered before 4PM CET. Your order will be delivered within 2-7 working days (Europe) and 10-15 working days (Worldwide). When shipped you will receive a shipping notification by e-mail.

# RETURN POLICY

## Return or exchange of an item

If you are not completely satisfied with your purchase, you can return the item(s) to us in their Original Condition within 14 days of receipt. You must return the item(s) to us in order to receive a refund or exchange.

Original Condition means the following

- Include all tags and packaging.
- Item may not have been used for any purpose other than trying it on.
- Item may not be damaged or have any indications of wear that could prevent the item from being re-sold.
- Seals may not be broken (CDs/LPs/DVDs)

We will issue a refund within 14 days of receipt, or exchange the item for a different size/color if preferred (subject to availability).

Please note the following:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility. Custom fees, if applicable, are also for your own account.
- The parcel can take up to 7 working days to be returned to us, unless sent via special delivery. Please allow max. 14 days for your refund or exchange to be processed.
- Please send the package to the address below and clearly state your name, order number and instructions:

Hoondaq Productions

Toermalijn 12

3643 AA Mijdrecht

The Netherlands

E-mail: [bookings@simonecroes.nl](mailto:bookings@simonecroes.nl)

or use the [contact form](#) on [simonecroes.com](http://simonecroes.com)

## **N B.**

Downloadable files and personalized items cannot be returned to the shop.

## **Damaged Item/Wrong Item**

If the item you received is damaged or not what you originally ordered, you have to report this to us within 7 days after receipt, and you have to return the item to us within 14 days. Please contact the [customer service](#) to assist you. Please be prepared to provide the following information:

1. Order number.
2. Your name and address.
3. Details of the product and the reason for return.
4. Whether you require a refund or a replacement.

When your complaint is found just by us, we will then either replace or repair the delivered products free of charge, as long as the shipping costs are not the same price or higher than the value of the product itself. In this case we will refund the product(s). Custom fees, if applicable, cannot be refunded. Written correspondence will be conducted exclusively in the Dutch or English language.

## **Copy Rights**

- The content of the music products (physical and digital audio media, including accompanying text, photography and artwork), is intended solely for personal, non-public use.
- It is permitted to make a digital copy of a product for personal use.
- It is not permitted to publish a product, or parts thereof (music, text or image), create, distribute or reproduce without prior explicit written permission by the rightful owners.
- When purchasing a music product, it is assumed that the consumer is sufficiently known in advance with the nature and quality of the product.