



## Terms and Conditions Ilona Bal / Grphx - Custom paintings

**When you buy something through [www. grphx.design](http://www.grphx.design) or ordered a custom painting, you agree to the following terms:**

- All paintings are made by Ilona Bal / Grphx.
- All paintings are the exclusive property of Ilona Bal / Grphx - Chamber of Commerce 63189038.
- All prices mentioned are in European Euro and include 9% VAT. Read more about shipping costs on the 'Shipping and Returns' webpage.
- When you agree with your order, you agree to pay the total amount.
- Paintings (with the exception of custom paintings) are shipped after the total purchase amount is on the account of Ilona Bal / Grphx.
- When ordering a custom painting, you pay 50% of the total amount in advance. You pay the rest after delivery. The total amount of the custom painting is determined in advance. After the down payment it is no longer possible to change the order.
- If the result of your custom painting is not satisfactory, you can cancel the assignment. In this case, the advance payment will not be refunded and the painting remains the property of Ilona Bal / Grphx.
- Ilona Bal / Grphx is not responsible for delays during the shipping process.
- Paintings cannot be returned or exchanged. You can read more about this on the 'Shipping and Returns' webpage.
- Ilona Bal / Grphx is not responsible for errors on the website in texts, images or prices and may change them at any time.