



-STENVER-COEN STENFERT

TERMS AND CONDITIONS

The starting point of my terms and conditions is: should there be a problem with your purchase, we will resolve it in a pleasant and mutually acceptable manner. Below is the legal document necessary for some parties. In brief, it comes down to this:

Books

The book will be delivered to your home within 2-4 working days after payment. Shipping costs will be borne by the seller. The buyer has the right of withdrawal. Should the book arrive damaged in any way, you can of course return it. However, if the book is still readable, we prefer to offer a discount according to the nature of the damage. If for any reason you are dissatisfied with the purchase of the book, please send an e-mail to contact@coen.stenfert.com. We will resolve the problem in a pleasant manner.

Soul Reading

Most people are very grateful and happy with the Soul Reading. However, if you do not recognise yourself at all in the Soul Reading, or if it does not feel right at all or connect with your view of yourself, then of course that does not feel right for me either. In that case, I am happy to have a conversation with you about the content of the Soul Reading. If our conversation shows that your concerns are well-founded, I will of course decide to refund your payment in full. Again, I want to resolve it in a pleasant way with you.

Meetings (workshops)

Cancelling a meeting unfortunately means extra work and costs for me. Cancelling a meeting and changing participation dates are therefore subject to charges. I have tried to do this as nicely as possible, as I believe in solving things together. You can always have someone else take your place at no cost.



- Up to 1 week before the workshop, you can change the booking to another date free of charge or cancel at 15% of the participation fee (the remainder will be refunded).
- In the last week before the workshop, you can cancel or rebook up to 2 days before the workshop: cancellation costs 30% (the remaining amount will be refunded). Rebooking is free of charge.
- Cancel within 48 hours before the workshop: no show, change or cancel within 48 hours before the workshop starts will cost 50% of the participation fee (the remainder will be refunded).

Attached is the legal document.

General Terms and Conditions–Stenver–Coen Stenfert–

1. General

1.1 These general terms and conditions apply to all offers, orders and agreements concluded between Coen Stenfert and its customers via the website www.coenstenfert.com.

2. Definitions

2.1 In these general terms and conditions, the following definitions shall apply:

- Author: Coen Stenfert, based at Rijksweg 44, 6996AC, Drempt, registered with the Chamber of Commerce under the name Stenver under number 30171882.
- Customer: any natural or legal person who enters into an agreement with the author via the website.
- Agreement: any agreement concluded between the customer and the author within the framework of a distance selling system organised by the author for products and/or services.



3. Offer

3.1 All offers on the website are non-binding, unless expressly stated otherwise. 3.2 The author cannot be held to its offers if the customer could have understood, in all reasonableness and fairness, that the offer contains an obvious mistake or clerical error.

4. Order and conclusion of agreement

4.1 An agreement comes into effect when the customer places an order via the website and the author has confirmed this order by e-mail. 4.2 The author reserves the right to refuse an order without giving reasons.

5. Prices

5.1 The prices listed on the website are in euros, including VAT and excluding shipping costs, unless otherwise indicated. 5.2 The author reserves the right to change prices. The price indicated at the time of ordering shall be binding.

6. Payment

6.1 Payment shall be made by the payment methods offered on the website. 6.2 In case of non-payment by the customer, the author shall be entitled to rescind the agreement with immediate effect or to suspend (further) delivery.

7. Delivery

7.1 Delivery of the products shall be made to the address specified by the customer. 7.2 The author shall exercise the utmost care in executing the order and delivering the products. 7.3 The delivery times stated are indicative only. Failure to meet any delivery time shall not entitle the customer to compensation or to cancel the order, unless the delay is such that the customer cannot reasonably be required to maintain the agreement.

8. Right of withdrawal

8.1 The customer has the right to dissolve the agreement within 14 days without giving reasons. This period starts the day after receipt of the



product by or on behalf of the customer. 8.2 During the withdrawal period, the customer will handle the product and its packaging with care. If the customer exercises his right of withdrawal, he shall return the product to the author with all delivered accessories and – if reasonably possible – in the original condition and packaging, in accordance with the reasonable and clear instructions provided by the author.

9. Complaints and Disputes

9.1 Complaints about the performance of the agreement must be submitted to the author fully and clearly described within a reasonable time after the client has discovered the defects. 9.2 Agreements between the author and the client which are subject to these general terms and conditions shall be governed exclusively by Dutch law. 9.3 Any dispute between the author and the customer shall be submitted exclusively to the competent court in the district where the author has his place of business.

10. Liability

10.1 The author shall not be liable for damage caused by improper use of the product. 10.2 The author's liability for direct damage shall in all cases be limited to the amount of the invoice for the respective order.

11. Intellectual Property Rights

11.1 The customer expressly acknowledges that all intellectual property rights of displayed information, images, communications or other expressions concerning the products and/or relating to the website belong to the author, its suppliers or other right holders.

12. Privacy

12.1 The author processes personal data of the customer in accordance with the privacy statement published on the website.

13. Amendment of General Terms and Conditions

13.1 The author reserves the right to amend these general terms and conditions. Amendments will take effect from the moment they are published on the website.
