

WITHDRAWAL PROCESS

Right of withdrawal and time limit

When you have bought goods or services from the company Artmarket.com, you have the right to withdraw from the purchase contract without giving a reason within **14 days** of receipt of your goods or the start of your subscription.

If necessary, you must pay return shipping costs for the item ordered or an amount corresponding to the service provided if the service provision has started, as you wish, before the end of the withdrawal period.

The right of withdrawal cannot be exercised for the following:

- The provision of services which have been fully performed before the end of the withdrawal period and whose performance started after your express prior agreement and express renunciation of your right of withdrawal.
- The provision of digital content not contained on a physical support, where this provision began after your express prior agreement and express renunciation of your right of withdrawal.
- Books/prints/images/CDs if you have broken the seal after delivery.

Decision to withdraw

Before the expiry of the withdrawal period, you must send the following to the division Artprice.com by Artmarket.com:

■ the standard withdrawal form below,

■ or a statement expressing your wish to withdraw the purchase,

either by email to support@artprice.com or by recorded letter with acknowledgement of receipt to the division Artprice.com by Artmarket.com, Domaine de la Source 69270 Saint Romain au Mont d'Or – France

Returning the product

You must return products to Artmarket.com no later than 14 days after sending your decision to withdraw from the purchase contract.

Conditions of refund by the seller

Refund period

If you withdraw the purchase, Artmarket.com will refund all the sums paid, including shipping costs (but not those for returning the item). Artmarket.com will make the refund **no later than 14 days** after the date on which it was informed of your decision to withdraw.

However, with contracts for the sale of goods, Artmarket.com will delay the refund until it has received the goods, or until you have provided proof that the goods for which purchase has been withdrawn have been shipped back.

Refund methods

Artmarket.com will refund you using the same payment method used for your purchase. However, Artmarket.com may use another method of payment, with your agreement and at no further expense to yourself.

Artmarket.com will not refund any additional costs if you chose a more expensive delivery method than the standard delivery method proposed by the company.

WITHDRAWAL FORM

(to be completed and sent off only if you wish to withdraw your purchase)

Order number:

Customer reference number:

Customer's name:

Customers address:

For the attention of our Customer Service by email to support@artprice.com or by recorded letter with acknowledgement of receipt to the division Artprice.com by Artmarket.com, Domaine de la Source 69270 Saint Romain au Mont d'Or – France

I hereby inform you that I wish to withdraw from the contract for the order indicated above, concerning:

Order received/subscription beginning (1) on .../.../....

Executed in

on

Signature

1 Delete as appropriate