

# Terms and Conditions

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## Company Details

Maike Depauw  
Pavão de Vidro  
Grote Plek 41  
2200 Noorderwijk – Belgium  
info@pavao-de-vidro.be  
+32 476 46 11 78  
VAT: BE0809.541.313

## Article 1: General Provisions

These general terms and conditions (“Terms”) apply to all digital products sold through the Pavão de Vidro webshop, operated by Maike Depauw, sole proprietor, established at Grote Plek 41, 2200 Noorderwijk, Belgium, VAT BE0809.541.313.

By placing an order through this webshop, the customer (“Customer”) confirms they have read and accepted these Terms. Any contrary terms proposed by the Customer are not accepted, unless explicitly agreed in writing by Pavão de Vidro.

## Article 2: Prices

All prices are listed in EURO and include VAT. As digital products, no shipping fees or additional taxes apply unless explicitly stated.

Prices refer only to the product as described. Illustrations or images may include decorative elements not included in the price.

## Article 3: Offer

The digital products and tutorials offered on this website are described as accurately as possible. Despite our best efforts, errors in the offer cannot be excluded and do not bind Pavão de Vidro.

If you have questions about the content, format or access to a product, we recommend contacting us before purchase.

The offer is valid while available. Pavão de Vidro reserves the right to change or withdraw products at any time.

#### **Article 4: Orders and Payment**

Customers can place orders via [www.pavao-de-vidro.be](http://www.pavao-de-vidro.be). After selecting a product and entering their details (with or without creating an account), the Customer can choose a payment method. Once confirmed, the order is final and binding.

Accepted payment methods:

- Credit card (PayPal)
- Debit card (Bancontact)

All payments must be completed before access to digital content is granted. No additional transaction fees will be charged.

Pavão de Vidro reserves the right to refuse an order in case of prior serious default by the Customer.

#### **Article 5: Delivery of Digital Products**

Upon successful payment, the Customer will receive an email with links to download or access the purchased tutorial(s). This includes PDF files, templates, and access to instructional videos when applicable.

Delivery is considered complete once the email has been sent to the address provided during checkout. The Customer is responsible for providing a correct email address.

If no email is received within 15 minutes after payment, the Customer is advised to check their spam folder or contact customer service.

#### **Article 6: No Right of Withdrawal**

In accordance with EU consumer law, digital content delivered immediately upon purchase and with prior consent of the Customer is non-refundable.

By confirming the purchase, the Customer expressly waives the right of withdrawal.

No refunds will be granted once the tutorial has been sent, downloaded or accessed, unless

the product is defective or inaccessible due to technical issues on the part of Pavão de Vidro.


### **Article 7: Warranty and Support**


Digital tutorials are delivered as-is. If you experience technical issues accessing your files or videos, please contact customer service at [info@pavao-de-vidro.be](mailto:info@pavao-de-vidro.be). We will do our best to resolve the problem promptly.


No guarantee applies to the suitability of the content for a specific creative outcome, as results may vary depending on individual experience and materials.

### **Article 8: Customer Service**

For questions, complaints or support, you can reach Pavão de Vidro via:

 [info@pavao-de-vidro.be](mailto:info@pavao-de-vidro.be)

 +32 476 46 11 78

 Grote Plek 41, 2200 Noorderwijk, Belgium

### **Article 9: Privacy**

Pavão de Vidro respects the General Data Protection Regulation (GDPR) and Belgian privacy law.

Your personal data is only used for the execution of your order, customer service, or (if you opt in) newsletters and marketing.

You have the right to access, correct, transfer or delete your data at any time by sending a written request to [info@pavao-de-vidro.be](mailto:info@pavao-de-vidro.be). Your data will not be shared, sold or rented to third parties.

For more details, see our full Privacy Policy.

### **Article 10: Use of Cookies**

This website uses cookies to enhance your browsing experience and improve functionality.

Only essential cookies are placed without consent. All other cookies require your permission, which is requested on your first visit.

You can change your cookie preferences at any time in your browser settings.

For more info, see our full Cookie Policy.

### **Article 11: Validity – No Waiver**

If any provision of these Terms is declared invalid or unenforceable, the remaining provisions will remain in full effect.

Failure by Pavão de Vidro to enforce any right or provision at any time shall not be considered a waiver of that right.

### **Article 12: Applicable Law – Disputes**

These Terms are governed by Belgian law. In case of dispute, only the courts of the Customer's place of residence are competent.

Customers may also contact the European Online Dispute Resolution platform:  
<http://ec.europa.eu/consumers/odr>