



General Terms and conditions HANAZUKi Online store

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9. Copyrighted Material

THE HANAZUKI COMPANY respects the intellectual property of others, and requires that its users do the same.

Privacy Notice

We respect your right to privacy. At HANAZUKi we collect only the information necessary for us to complete your order or to contact to you regarding the status of your order. The information we collect includes your name, email address, shipping address, and billing address.

HANAZUKi will not rent or sell your name or personal information without your permission.

HANAZUKi does utilize "cookies" to help recognize you as a repeat visitor and to track traffic patterns on our site. This information is completely anonymous. We use this information to improve the user-friendliness and functionality of thehanazuki.com.

We reserve the right to update this privacy policy at anytime. Updates to our privacy policy will be sent to the email address that you have provided us.

How to use the HANAZUKi Online store

How do I place an order?

1. Browse through the site until you find the item you wish to purchase.
2. Click "Add to Cart " to add it to your cart.
3. You may repeat step 2 by clicking the "Continue shopping" button and adding more items to your cart.
4. Once you´ve added all the items that you wish to purchase to your cart, you can begin the checkout process. This process involves 4 steps:
 - Verify Your Order
 - Shipping Information
 - Billing Information
 - Place Your Order.

What payment methods do you accept?

We accept credit cards and Paypal as payment methods.

You do not need to have a Paypal account to purchase from our web site, but if you choose to pay by credit card you will also be redirected to the Paypal web site. Paypal is a secure service that uses state of the art encryption technology to secure your private data.

I made a mistake. Can I change my order?

You got the address wrong? Somehow you ordered the wrong things?

If after ordering you want to change something, you can send changes to your order to orders@hanazuki.com.

We can only make changes to your order, if you send us your request before your order is shipped. Once your order is shipped, no changes can be made (obviously), but you can always exchange things with us - see: [How can I exchange my stuff?](#)

How does shipping work?

Your order will be sent to you using the Royal Dutch Post´s services.

Look at the table to see how long it will take for your package to arrive once we sent it to you:

National Orders (the Netherlands): 1-2 business days
Orders in Europe: 5-7 business days
International Orders : 7-21 business days

International orders can take anywhere from 1-3 weeks since some of our packages might get held up in customs. If your international order has not arrived within this timeframe, better check with your local post and customs offices to make sure your package is not being held.

Don't forget, that it might take longer if there is a weekend or a holiday coming up.

How much does the shipping cost?

The shipping cost vary depending on the weight of the things you ordered and where you live. You will see how much the shipping costs are for your individual order when you checkout.

For artwork and orders that weigh more than 2 kilograms we have to charge different shipment rates. In this case we will send you an email to inform you about the shipping costs.

Will I have to pay customs fee for my order?

All WE charge for shipping are the actual cost from the Dutch Royal Post and a small fee for the package, but your government, not The HANAZUKi Company, might charge a customs fee. We apologize for any inconvenience, but we have no control over the customs authorities in your country or any other.

How can I exchange my stuff

Just write an email to orders@hanazuki.com and we will arrange the possible Exchange. Take in consideration the following:

- If you received the wrong item or if the item is defective, we will refund the cost of shipping the item back to us and send you the right things in the right condition.
Write us an email with your problem and we will arrange a smooth return and exchange

All returns must be made within 30 days of placing your orders.
All returns must be in the original condition that you received them in.

If you have any other questions about returns please feel free to email to contact us.

I never received my order. What now?

If you live outside the European Community please be patient. It might take up to approximately 3 weeks for a package to ship to your country. Sometimes our packages are delayed because your countries customs authorities hold them back.

If we messed up your order we will get it right! Just let us know by emailing to orders@hanazuki.com



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