



Shipping and return policy

Placing an order

1. You can place various items in your shopping cart via our webshop. Once you are satisfied with the selected items, go to your shopping cart and choose "Checkout" (or pay quickly and securely via Apple Pay/Google Pay).
2. You will be redirected to the page where you can enter your customer and delivery details.
3. If you have filled in and checked everything correctly, select "Continue" and you can choose one of the available shipping methods – the delivery price is always clearly displayed. Once you have made your choice, click on "Continue".
4. Select your preferred payment method and enter the requested payment information. If everything is correct, click on "Place order and pay".
5. If everything went correctly, a confirmation of your order and payment will appear.
6. You will then also receive a confirmation and overview of your order and payment via email.

By placing an order on our website, you agree to [our general terms and conditions](#).

Sending and receiving

As soon as we receive your payment, we will get to work!

Lina's Productions works with recognized courier services for the delivery of orders, including Bpost.

The delivery address is the address you provided when placing the order. Incorrectly provided delivery addresses are the responsibility of the customer and may result in additional costs. So please check this carefully!

The delivery of our products will take place, to the extent possible, within the timeframe indicated in the individual order confirmation. We always try to deliver your order as quickly as possible, in any case no later than 30 days after placing your order.

If you have not received the order within 30 days of placing it, you must notify us in writing. You can do this by email to orders@linasproductions.gr. We will then contact you to agree on an additional delivery period that is reasonable given the circumstances. If we are still unable to deliver the goods within that additional period, you have the right to cancel your order. We will then refund all costs already paid by you, including any standard shipping costs paid.

We reserve the right to make partial deliveries, for example when it is not possible to deliver all products from your order at the same time.

The risk of the product passes at the moment you, or a third party designated by you who is not the carrier (for example, a neighbor), physically takes possession of the products.

Returning products

As a customer, you benefit from the statutory right of withdrawal. This means that you have the right to change your mind and cancel your order up to 14 days after you have received the product or someone has received it for you (for example, a neighbor).



How to return a product:

1. If you choose to return your products, you must notify us within 14 days of receiving them. You can do this by sending an email to orders@linasproductions.gr, clearly and unambiguously stating that you wish to return your products and specifying which products are involved. You can also use the form available for download at the bottom of this page ('Shipping and Returns Policy PDF' - simply copy this into your email, fill it in, and send it to us!).
2. You must then return the products to Lina's Productions (see address below) within 14 days of notifying us of your return. The products must be returned to us neatly and securely packed, preferably in the original packaging. You are responsible for paying the costs of returning the products.
3. As soon as we have received the returned products and verified that everything is in order, we will proceed with a refund. We aim to do this within 14 days. The refund will be processed using the same payment method you selected when paying for the original order.

PLEASE NOTE! The right of withdrawal does not apply to:

- the supply of goods manufactured according to the consumer's specifications, or which are clearly intended for a specific person (for example, custom-made products);
- the delivery of goods that spoil quickly or have a limited shelf life (for example foodstuffs such as olive oil, olives and olive pastes, chutneys, marmalades, spoonable candies, honey, delicacies, etc.);
- the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene and whose seal has been broken after delivery (for example cosmetics and beauty products);
- the delivery of goods which, after delivery, are irrevocably mixed with other products due to their nature;
- the delivery of sealed audio and sealed video recordings and sealed computer software the seal of which has been broken after delivery;
- digital products such as online courses, e-books, whitepapers, webinars, online training, when the customer has expressly agreed prior to delivery to the commencement of the performance of the agreement before the end of the cooling-off period and has acknowledged losing the right of withdrawal upon granting this consent.

Therefore, these products cannot be returned.

Contact

Lina's Productions (VTVC BV)
Langestraat 179
2240 Zandhoven, Belgium

Email: orders@linasproductions.gr
Tel: +32 479 27 00 92



Annex 1: Model Withdrawal Form

To be used to withdraw from a purchase agreement in accordance with the general terms and conditions by returning this form within the statutory period (14 days after receipt of the purchased goods).

I hereby inform you that I wish to withdraw from our agreement for the purchase of the following goods:

Product description:

Ordered on (date):

Ordered via:

Delivered on (date):

Delivered to (address):

Consumer name:

Consumer address:

Bank account number for any refund: