

Return policy

Items bought from Ernestine Numan Creations and/or The Art of Flow can be returned within 30 days of receipt of shipment in most cases. During this period, you can try the product and examine it just like you would when you buy something in a physical store. The product must be in the same condition that you receive it and undamaged in any way. You are allowed to take the product out of its packaging, unless the packaging is sealed.

If you decide to return the items, you'll need to let us know by filling in the return form on our website, or using the model withdrawal form below. You may also let us know that you want to return your order by sending an email to: mail@ernestinenuman.nl or www.theartofflow.nl.

Please note that you must send the items back within 14 days of informing us.

Processing your return

After we receive your return shipment, we will inspect the returned items and start processing your refund. The money will be refunded to the original payment method you've used during the purchase, unless you prefer otherwise. The refund will be paid within 7 days. You will have to cover the return shipping costs yourself. The costs will be an estimated maximum of 4,25-5,95 Euros (or more if you send from a foreign country. These prices are based upon a book or card deck, sent from the Netherlands, with an online label for example through PostNL). In case you bought a book through www.boekenbestellen.nl you have to return there.

Non-returnable items

The following types of items cannot be returned: Services that have been started with consent of the buyer, such as Retreats (depends, always look at page of retreat itself), Events, 1:1 Sessions (online or offline), Courses, Subscriptions, Audio tracks, Products that have been custom made according to specifications provided by the buyer, such as: 1:1 Sessions (online or offline), Audio Tracks, Readings, Healings, Publications on demand, Personal Meditations, Products that come sealed and which cannot be returned with a broken seal. When buying as a business (business-to-business contract).

In case of damage upon delivery or loss in the mail

Please fill in the withdrawal form and email us with pictures of the damage you observed when opening your package. We will then send you another copy of our product if you can demonstrate this damage is beyond your responsibility. In case a product never arrives at your delivery address, we will also send you another copy, trusting you upon your word.

Withdrawal Form

If you would like to withdraw your contract, please fill in this form and send it to:

Ernestine Numan Creations
Oranje Nassauplein 7
3708 BL Zeist Netherlands

Or by email: mail@ernestinenuman.nl or www.theartofflow.nl.

I hereby would like to withdraw from our concluded contract on the purchase of the following goods:

Ordered on: _____, Received on: _____

Customer name:

Customer address:

Customer signature and date: