

## **Coloured Brush Policies**

Security policy;  
Product delivery policy;  
Product exchange policy;  
Product return policy;

### **Security policy:**

Coloured Brush undertakes not to disclose or use for its own benefit any confidential information passed by the buyer upon the registration or closing of the purchase.

As Coloured Brush does not directly receive payments on our Website, any information, such as BSN, CPF, CNPJ, credit or debit card numbers, among other documents, is security guarded by collecting companies such as Paypal, Secure Payment.

### **Product Return Policy:**

The buyer is entitled to return within 7 (seven) calendar days.

To make the return, the buyer must notify Coloured Brush by email [info@colouredbrush.com](mailto:info@colouredbrush.com) or phone available on the Coloured Brush website, within the stipulated period above and make the return fulfilling the following conditions:

- The work must be in perfect condition with no sign of use or improper handling;
- The work must be accompanied by a copy of the Invoice and any other document received along with the work;
- Use the same packaging the work was delivered with.
- The cost for the shipment are for the buyer.

### **Product Delivery Policy:**

Coloured Brush undertakes to deliver its products within 14 working days in the Netherlands and to other country's the maximum term is 25 days, except for problems with third parties such as carriers or couriers such as strikes, accidents, etc.

Coloured Brush informs its customers about the way of tracking the products that are in transit for delivery.

The products will be delivered by PostNL or comparable courier service, to be chosen according to the logistics of Coloured Brush.

The delivery process of the product will only be started after receiving the confirmation of the payment. Coloured Brush will issue a delivery notification e-mail and later the tracking code of the delivery of the courier.

Our products will be packaged in a manner appropriate for each item, aiming at an undamaged and safe delivery of the item.

Our commitment is with the quality of the works, but also that the works arrive at their destination with the quality with which they left.

If you want to receive by express delivery, calculate the value in the freight calculator.

NOTE: The paintings will be sent up to two days after the purchase confirmation,  
As soon as it is sent, we will send the tracking no.

### **Product Exchange Policy:**

The exchange will only be performed when there is a defect not showing in the illustrative images of our website, always observe that there is no guarantee term for works of art.

The product will not be exchanged:

- When the defect does not exist;
- When there is evidence of improper use of the product;
- Found damage, even if accidental caused by the consumer and not verified at the moment of delivery of the work;
- Due to natural wear and tear, or undue exposure to the sun, moisture and other agents that could damage the works;
- If the documentation such as certificate of authenticity and duplicate invoice do not exist.

To make repairs, when necessary, the work must be sent to Coloured Brush Online Gallery of Art, in the original packaging and with all the documentation received related to the purchase and authenticity of the work. The address is on our website.

A technical report will be made by the Coloured Brush:

- In case of a technical report favorable to the complaint, Coloured Brush undertakes to make the exchange;
- In case of a technical report contrary to the complaint, Coloured Brush will return the work and the cost of return shipment will be on behalf of the buyer / owner of the work.