

LEGAL DOCUMENTATION

Refund Policy

Last updated: October 9, 2026

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1 Overview

Our products are physical items, made in small drops. This policy explains when you can send something back, when we will replace it, and how refunds are paid. Orders are placed through Etsy, so Etsy's own case and buyer-protection process is available to you as well.

Nothing in this policy limits the rights you have as a consumer under the law of your country.

2 Changing Your Mind

- If you are a consumer in the European Union, you may cancel your order within 14 days of receiving it, without giving a reason.
- After telling us, you have another 14 days to send the item back.
- The cost of sending it back is yours, unless the item was faulty or we sent the wrong one.

3 Condition of Returned Items

- Trying a shirt on to check the fit is fine. That is what the 14 days are for.
- Returned items must be unworn beyond trying on, unwashed, and free of marks, perfume, and pet hair.
- If an item comes back used or damaged, we may reduce the refund to reflect its loss in value.

4 Faulty or Wrong Items

- A misprint, a production fault, damage in transit, or a different item or size than you ordered: tell us and we will replace it or refund it, your choice where a replacement is possible.
- We pay the return shipping in these cases, or tell you to keep the item if sending it back makes no sense.
- Small differences in colour between your screen and the real fabric are normal and are not a fault.

5 Not Eligible for Return

- Items that have been worn, washed, or altered.
- Items made to your personal specification (custom or personalized pieces), unless they are faulty.
- Requests made after the 14-day period, unless the item is faulty.

6 How to Request a Return

- Message us through your Etsy order, or email contact@gekkeontwerpen.com, within the period stated above.
- Include your order number and a short description. For faults, photos speed things up.
- We reply with the return address and any instructions. Please do not send anything back before you have heard from us.

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7 Refunds

- Approved refunds are paid to the original payment method through Etsy.
- If you cancel within the 14-day period, we refund the item and the standard delivery cost you paid, within 14 days of your cancellation. We may wait until the item has arrived back or you have shown proof of sending it.
- Depending on your bank or payment provider, it can take a few business days for the money to appear.

8 Disputes and Chargebacks

If something is wrong, please contact us first. We are two people and we answer. Opening a payment dispute for an order that arrived as described, without contacting us, slows everything down and may be contested with the payment provider.

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