

Terms of Delivery

Peter Westerhof photography: photo prints – Het Wep

Version: 23-9-2026

1. Production to order

All photographic prints are produced specifically to order.

The prints are produced by an external professional printer/production partner. As a result, the production time may vary per order.

The order will be put into production upon receipt of payment.

2. Product

The prints offered in the webshop are supplied in the stated fixed size and on the stated paper type.

The size and paper type can be listed per product in the webshop.

The photos displayed in the webshop are intended to provide the best possible representation of the final product. Due to differences between monitors and the printing process used, minor variations in color, contrast, and tonality may occur.

These differences are inherent to the production process and do not constitute a defect if the print otherwise meets the agreed specifications.

3. Delivery time

The expected delivery time is stated with the Product or during the ordering process.

The order is produced first and then shipped.

The final delivery time depends partly on the carrier and may therefore differ from the expected delivery time.

If an order unexpectedly experiences a significant delay, the Seller shall inform the Customer thereof as soon as possible.

Consumers' statutory rights regarding the exceeding of a statutory or agreed delivery period remain fully applicable.

4. Shipping

The order will be shipped to the address provided by the Customer during the ordering process.

The Customer is responsible for correctly entering the delivery address.

If a package cannot be delivered due to an incorrect or incomplete address provided and must be reshipped, the reasonable additional shipping costs incurred for this may be charged to the Customer, to the extent permitted by law.

5. Damage during shipping

The seller carefully packs the prints for shipping.

If a Customer receives damaged packaging or a damaged print, they are requested to report this to the Seller as soon as possible via peter@hetwep.nl, preferably with photos of:

- the outer packaging;
- any damage to the packaging;
- the print;
- the shipping label.

These photos may be needed to investigate the damage at the carrier or production partner.

For consumers, the Seller remains responsible for the consumer's statutory rights in the event of damage or loss before the moment at which the risk passes to the consumer in accordance with the law.

6. Lost shipments

If an order is lost during transport, the Seller will investigate this together with the carrier and, where necessary, provide an appropriate solution in accordance with the Seller's legal obligations. A consumer does not have to bear the risk of loss of the Product before delivery. For business customers, the agreements regarding the transfer of risk as included in the general terms and conditions or the individual agreement apply.

7. Delay at the printer

Because the Products are manufactured by an external production partner, an order may experience delays due to, for example, production problems, technical malfunctions, or unexpectedly high production pressure.

The Seller will make reasonable efforts to have the order produced and shipped as soon as possible. An external printer is not a contracting party of the Customer. The Customer may contact the Seller directly for questions or complaints regarding the order.

8. Multiple Products

When a Customer orders multiple Products at the same time, they will in principle be shipped together.

If Products have different production times, the Seller may decide to ship the Products separately. Any additional shipping costs will not be charged without the Customer's prior consent.

9. Delivery outside the Netherlands

The Seller can deliver Products to countries outside the Netherlands if these countries are available as delivery countries in the webshop.

Different delivery times and shipping costs may apply for shipments abroad.

Any import duties, customs duties, local taxes, or other costs imposed on the recipient by the country of destination shall be for the account of the Customer, to the extent that such costs can be legally passed on to the Customer.

The seller cannot be held responsible for delays caused solely by customs procedures in the country of destination.

10. Returns

Consumer returns are handled in accordance with the statutory right of withdrawal and the provisions regarding this in the general terms and conditions.

A return address is provided when a return is necessary.

A Product may not be returned to the external printer without prior instruction.

13. Contact

For questions regarding an order, delivery, or shipping, please contact us via:

peter@hetwep.nl