

Return Policy and Terms & Conditions

To exercise your right of withdrawal, please contact us at info@transformationstorytelling.nl and return the unused and undamaged physical product directly to the following address within **14 days** of receiving it:

- Transformation Storytelling Lab
P.C. Boutensstraat 9
1382 AM Weesp, the Netherlands

These Terms and Conditions apply to all purchases of **physical products** made through the webshop www.transformationstorytelling.nl. By “physical products,” we refer to items such as the *storytelling board games* and *printed storytelling diaries*.

Please note: **Digital products** (such as downloadable diaries) and **services** (such as video editing or participation in online games) fall outside the scope of this return policy, in accordance with Dutch and EU consumer legislation.

1. Agreement to Terms

1.1 By placing an order for physical products via www.transformationstorytelling.nl, you agree to these Terms and Conditions.

1.2 Transformation Storytelling Lab reserves the right to amend these terms at any time. The revised terms will apply to all orders placed after such changes have been published.

2. Products and Services

2.1 Transformation Storytelling Lab offers the following:

- **Physical products:** storytelling board games and printed storytelling diaries
- **Digital products:** downloadable diaries (non-refundable)
- **Services:** online storytelling games, video editing, and podcast production (not covered by return rights)

2.2 Physical products are shipped only within the **European Union (EU)**. Orders placed from outside the EU will be canceled and refunded.

2.3 All physical products will be delivered within **30 days** of order confirmation, unless otherwise agreed.

3. Right of Withdrawal (Retourrecht)

3.1 In accordance with EU and Dutch consumer law, you have the right to withdraw from the purchase of physical products within **14 calendar days** of receiving the item, without giving any reason.

3.2 To exercise this right, you must notify us by email at info@transformationstorytelling.nl within the 14-day cooling-off period. After cancellation, you have an **additional 14 days** to return the product.

3.3 Returned items must be **unused, undamaged**, and — if reasonably possible — in their **original packaging**.

3.4 You will receive a full refund, including the original shipping costs, within **14 days of receipt** of the returned item. Refunds are issued to the original payment method.

3.5 The **costs of return shipping** are the responsibility of the customer.

3.6 Returns should be sent to:
Transformation Storytelling Lab
P.C. Boutensstraat 9
1382 AM Weesp
The Netherlands

4. Order Processing and Delivery

4.1 Orders are processed promptly, but please note that delays may occur during holidays (December 25, 26, and January 1) and the summer period (August).

4.2 If your order is delayed, we will inform you as soon as possible.

5. Liability

5.1 Transformation Storytelling Lab is not liable for delivery delays or failed deliveries due to incorrect address details provided by the customer.

5.2 We are not responsible for damage resulting from improper use of the products.

5.3 Risk of loss or damage during shipping lies with the delivery service provider until the item is delivered to the customer.

6. Complaints Procedure

6.1 If you have a complaint about a product or service, please contact us at **info@transformationstorytelling.nl**.

6.2 We aim to respond to all complaints within **14 working days**.

7. Dispute Resolution

7.1 If you are not satisfied with the resolution of your complaint, you may use the European Online Dispute Resolution platform:

 <https://ec.europa.eu/consumers/odr/>


8. Applicable Law and Jurisdiction

8.1 These Terms and Conditions are governed by **Dutch law**.

8.2 Any disputes arising under these terms will be submitted to the **competent court in the Netherlands**.

Contact

If you have any questions or concerns, feel free to contact us at:

 **info@transformationstorytelling.nl**

Effective Date: 01-01-2025

Location: Amsterdam, the Netherlands

General Terms

1. Definitions

1.1 Transformation Storytelling Lab is registered under KVK 95932305 | BTW NL005178396B02 in the Netherlands and offers products and services via the online store www.transformationstorytelling.nl

1.2 Customer: The individual or business purchasing a product or service from Transformation Storytelling Lab.

2. Applicability

2.1 These general terms and conditions apply to all offers, orders, and agreements made via the webshop www.transformationstorytelling.nl, operated by Transformation Storytelling Lab.

2.2 By placing an order, the customer agrees to these terms.

2.3 These terms apply to all physical and digital products, services, and content offered by Transformation Storytelling Lab, unless explicitly stated otherwise.

2.4 Transformation Storytelling Lab reserves the right to change these terms. Updated terms will apply to orders placed after the date of publication.

3. Orders and Agreements

3.1 An agreement is established when the customer places an order, and this order is accepted by Transformation Storytelling Lab.

3.2 Transformation Storytelling Lab reserves the right to refuse orders or request additional information.

Transformation Storytelling Lab offers:

- Physical products: storytelling board games, printed storytelling diaries
- Digital products: downloadable storytelling diaries and templates
- Services: online storytelling games, workshops, and video/audio production (e.g. podcast filming and editing)

a. Physical products are shipped only within the European Union (EU). Orders placed from outside the EU will be cancelled and refunded. You have the right to cancel your order for physical products within **14 days** of receiving them, without giving any reason. To cancel, send an email to info@transformationstorytelling.nl. After cancellation, you have 14 more days to return the product. Products must be returned unused, undamaged, and in original packaging (if possible). You will receive a full refund, including original shipping costs, within 14 days of receipt of the returned item. Return shipping is at your own expense. Check our Return Policy.

c. Digital products and services are delivered via email, download link, or scheduled session. Digital products and services (e.g. online games, downloads, workshops) are **non-refundable**, unless otherwise agreed or in the case of technical faults.

4. Prices and Payment

4.1 All prices are stated in euros (€) and include VAT, unless otherwise indicated.

4.2 Payment must be made via the payment methods offered on the website.

5. Liability

5.1 Transformation Storytelling Lab is not liable for indirect or consequential damages resulting from the use of its products.

5.2 The liability of Transformation Storytelling Lab is limited to the value of the delivered product.

6. Intellectual Property

6.1 All rights related to the content of the website, including texts, images, and logos, belong to Transformation Storytelling Lab or its licensors.

6.2 It is not permitted to copy or distribute content from this website without permission.

7. Privacy

7.1 Transformation Storytelling Lab places a high value on protecting your privacy. Please refer to our Privacy Policy for more information on how we process your data.

8. Changes to Terms and Conditions

8.1 Transformation Storytelling Lab reserves the right to amend these terms and conditions at any time. The updated terms will apply once posted on the website.

Your Privacy

Transformation Storytelling Lab is committed to respecting your privacy.

This Privacy Policy is provided by **Transformation Storytelling Lab** registered under KVK 95932305 | BTW NL005178396B02 (“we,” “us,” or “our”), and it applies to the ways in which we interact with individuals (“Data Subjects,” “users,” or “you”) in connection with our activities, including, but not limited to:

- Visitors to our website www.transformationstorytelling.nl (the “Site”) and users of any services we provide (“Service”);
- Individual representatives of third-party service providers engaged by us;
- Individuals with whom we interact during the normal course of our activities.

This Privacy Policy outlines how and why we collect, use, store, process, disclose, and transfer personal data in compliance with the EU General Data Protection Regulation (Regulation 2016/679, “GDPR”).

The data collected through the Site is processed by **Transformation Storytelling Lab**, the data controller, which can be contacted at info@transformationstorytelling.nl. It applies to personal information provided directly by individuals or through third parties. Additionally, we may permit third-party companies to collect certain information for statistical purposes (e.g., IP addresses) to optimize the efficiency of our website.

By accessing our Service, you accept our Privacy Policy and consent to the collection, storage, use, and disclosure of your personal information as outlined below.

What Data Do We Collect?

We collect two types of data:

1. **Non-Personal Data:**
 - This includes anonymous usage data, demographic information, referring/exit pages and URLs, preferences, and device/browser details.
2. **Personal Data:**
 - Personal identification details (e.g., name, email, phone number, address).
 - Content of communications, such as questions, feedback, or messages sent to us.
 - Account details, including usernames, passwords, and billing information.
 - Device and browser information, including IP addresses and cookie data.
 - Cookie-related information about your visits to our Site, collected via persistent or session cookies.

How Do We Collect Information?

We collect information through:

- **Direct Submission:** When you contact us, place orders, or complete surveys.
- **Automatic Data Collection:** Through cookies and similar tools when you visit our Site.
- **Third-Party Sources:** Public records or other entities in possession of your data.

How Do We Use Information?

We use your information to:

- Provide services, respond to your inquiries, and manage your requests.
- Comply with legal obligations or requests from regulatory authorities.
- Improve and develop our products, services, and marketing strategies.
- Conduct market research and analyze trends.

We do not sell your personal data. Your information is only shared with trusted service providers for legitimate purposes or as required by law.

Your Data Protection Rights

Under the GDPR, you have the right to:

- **Access Your Data:** Request a copy of your personal information.
- **Rectification:** Request corrections or updates to incomplete or incorrect data.
- **Erasure:** Request the deletion of your personal data.
- **Object:** Restrict or object to our processing of your personal data.
- **Data Portability:** Request that we transfer your data to another organization.

To exercise these rights, please contact us at info@transformationstorytelling.nl.

How Do We Protect Your Data?

We implement technical and organizational measures to safeguard your data, including:

- Storing personal data securely.
- Limiting access to authorized personnel.
- Regularly reviewing retention periods to ensure data is not kept longer than necessary.

Links to Other Websites

Our Site may contain links to external websites. This Privacy Policy applies only to www.transformationstorytelling.nl. We encourage you to review the privacy policies of external websites before using them.

Updates to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page. Please review it periodically to stay informed.

Last Updated: 01-01-2025

Contact Us

If you have questions about this Privacy Policy or wish to withdraw your consent, please contact us at: **Email:** info@transformationstorytelling.nl

Website: www.transformationstorytelling.nl

Disclaimer | Transformation Storytelling Lab

Welcome to Transformation Storytelling Lab. By accessing and using this website, you agree to comply with the following disclaimer. If you do not agree, please refrain from using the site.

1. **General Information:** The content provided on this website is for general informational purposes only and does not constitute professional advice. Although we strive to provide accurate and up-to-date information, we do not guarantee the completeness, accuracy, or timeliness of any information on this site.
2. **Limitation of Liability:** Transformation Storytelling Lab cannot be held liable for any damages, losses, or injuries that may result from using the information, products, or services on this website. Your use of the site and reliance on any information provided is at your own risk.
3. **External Links:** Our website may contain links to external websites for additional information or convenience. Transformation Storytelling Lab does not control, endorse, or assume responsibility for the content, products, or services provided by these third-party sites.
4. **Product Information and Availability:** All descriptions, images, and prices of products are subject to change without notice. We make every effort to accurately display product colors and features, but cannot guarantee complete accuracy due to differences in display devices.
5. **Intellectual Property:** All content on this website, including text, graphics, logos, and images, is the property of Transformation Storytelling Lab or our content suppliers and is protected by copyright laws. Unauthorized use of any content may violate intellectual property rights.
6. **Privacy and Data Security:** Transformation Storytelling Lab respects your privacy and strives to protect your personal information. Please refer to our Privacy Policy for more details on how we collect, use, and secure your data.

For any questions or concerns, please contact us at info@transformationstorytelling.nl.