Ordering and Returns

1. You may order goods through this online shop by selecting the desired items, adding them to your shopping basket and completing the checkout process.
2. Payment must be made before dispatch using iDEAL, credit card, Bancontact/Mr Cash, Giropay or SOFORT Banking.
3. Upon receipt of your order and payment, an order confirmation will be sent and the goods will be dispatched as soon as reasonably practicable. You will receive a dispatch confirmation containing a PostNL tracking number, which can be used to track the progress of your shipment via the PostNL website.
4. Delivery charges within the Netherlands (excluding the islands) are based on the applicable PostNL rates. Depending on the weight of your parcel, higher delivery charges may apply. Delivery charges are calculated automatically during the checkout process.
5. Please inspect your order immediately upon receipt to ensure that it has been delivered complete and without damage. If any goods are damaged or missing, please contact us as soon as possible by email at webshop@peacepalace.org.
6. Right of Withdrawal. If the goods ordered do not fully meet your expectations, you may exercise your right of withdrawal and return them. Any withdrawal must be communicated within 14 days of receipt of the goods. The goods must be returned, undamaged, to Carnegie Foundation, Peace Palace Visitor Centre, Carnegieplein 2, 2517 KJ The Hague, the Netherlands, or, where possible, may be returned in person at the Visitor Centre. The return shipment must be accompanied by a completed withdrawal form. A model withdrawal form is available here. Please retain a copy of the email or letter notifying us of your withdrawal, together with proof of postage. The costs of returning the goods are borne by the consumer. Certain exceptions to the right of withdrawal apply, including goods made to the consumer's specifications or clearly personalised goods. If the goods have been used or damaged beyond what is necessary to establish their nature, characteristics and functioning (see Article 6(6) of the General Terms and Conditions), compensation for any diminution in value may be deducted from the refund.
7. Upon a valid exercise of the right of withdrawal, the Carnegie Foundation will reimburse all payments received from the consumer, including the costs of standard delivery (where applicable), without undue delay and in any event no later than 14 days after being informed of the consumer's decision to withdraw from the contract. The direct costs of returning the goods shall be borne by the consumer.

8. We take the utmost care in the selection and dispatch of our goods. Should you nevertheless have any comments, questions or complaints, please contact us at webshop@peacepalace.org.